

**SPARROW WOMEN'S  
HOSPITAL  
ASSOCIATION  
1896-2016**

**MAY 17, 2017**



***Annual Report for 2016***

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

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## *Annual Meeting Minutes*

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### **120<sup>th</sup> Annual Meeting May 19, 2016**

**The 2016 Annual Meeting** was held at the Eagle Eye Banquet Center, Bath, Michigan. Jean Paull, President of the Women's Board of Managers, welcomed all attendees.

**Business Meeting** – Jean Paull called the 120th Sparrow Women's Hospital Association (SWHA) Annual Meeting to order.

The minutes of the 2015 Annual Meeting, emailed to the membership prior to the meeting, were approved.

The Education-Scholarship Committee Report was given by Marianna Klaver. In 2016, the Sparrow Women's Hospital Association supported the Sparrow Nursing Staff with \$5,000 toward the Sue Tadjerson Fund for Nursing Education needs. In addition, a \$2,000 scholarship has been awarded to a Sparrow Employee pursuing a nursing degree at Lansing Community College.

The Nominating Committee- Patricia Hollenbeck provided the report on behalf of the committee and presented the following slate to the Sparrow Women's Hospital Association:

- Tracey Barnes, Helping Hands
- Deborah Ginsburg, Sparrow Guild
- Linda Kahler, Community Member
- Sue S. Safir, Service Auxiliary

The new members were introduced.

The following members are eligible for re-election:

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

Barbara Clark moved that nominations be closed and that the nomination slate for 2016-2017 be accepted unanimously. Zoe Slagle supported the motion. Motion passed.

The officers of the Women's Board of Managers elected at the May 18, 2016, Women's Board of Managers meeting and assuming their positions June 1, 2016 are:

President- 1<sup>st</sup> year of a two year term Patricia Hollenbeck  
Treasurer- 1<sup>st</sup> of a two year term Nancy Selby  
Assistant Treasurer -1<sup>st</sup> of a two year term Marian Brooks-Bryant  
Corresponding Secretary – 1<sup>st</sup> of a two year term Barbara Alspaugh

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

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

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

### **Lunch**

**Greetings** –Dennis Swan, President and Chief Executive Officer and Melissa Sherry, Director of Volunteer Services extended their sincere thanks to all volunteers for their dedication and hard work.

**Awards** – Cindy Harrington and Gina Spencer, Assistant Chairs of Volunteer Services, as well as each group's liaison recognized the following groups and leagues celebrating an anniversary:

#### **120<sup>th</sup> Anniversary, Sparrow Women's Hospital Association**

The Sparrow Women's Hospital Association's 114 Charter Members opened Lansing's first hospital 120 years ago. The association is governed by the Women's Board of Managers and oversees Volunteer Services, the hospital Archives and House committee.

#### **60<sup>th</sup> Anniversary, Sparrow Service Auxiliary**

*Service Auxiliary* organized to operate and maintain the Sparrow Gift Shop and gift cart making it possible to give nearly six million dollars to the hospital since 1956.

#### **35<sup>th</sup> Anniversary, Office Support**

*Office Support* organized to provide typing, bulk mailing and office support for the hospital.

#### **20<sup>th</sup> Anniversary, LifeTime-Nurses**

*LifeTime* organized to work with the Community Health Education staff, supporting a free membership program to individuals age 50 and better. Today, Registered Nurses and other health care professionals perform blood pressure checks for community walkers at the Lansing and Meridian malls.

#### **10<sup>th</sup> Anniversary, Heart Center**

The Heart and Vascular Center Volunteers formed to care for the families of patients in the heart center by keeping loved ones informed of their patient's schedule and to ensure families meet with the physician following the procedure.

Gina Spencer recognized the honorees with five and ten years of service and noted that each received a service award pin at the registration station for the luncheon. Dennis Swan 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 Virginia Cherf, Mary Magdalen; Suzanne Fabian, E. W. Sparrow Auxiliary; Mary Lou Rowlett, Mary Magdalen; and Deanna Stolle, Service Auxiliary for 50 years of service and each received a Waterford clock and a bouquet of flowers. A 60 year award of a necklace and bouquet of flowers was awarded to Janet Hines of the Service Auxiliary.

After closing remarks, the meeting was adjourned at 1:50 pm.

Respectfully submitted by,

RaShawn Gonzales  
Administrative Assistant  
Volunteer Services Department

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**Sparrow Volunteer Service Awards Presented in 2016**

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**60 year award**

Janet Hines- Service Auxiliary, WBM Emerita

**50 year award**

Virginia Cherf- Mary Magdalen  
Suzanne Fabian- E. W. Sparrow Auxiliary  
Mary Lou Rowlett- Mary Magdalen  
Deanna Strolle- Service Auxiliary

**45 year award**

Margaret Hedlund- Mary Magdalen, WBM  
Emerita  
Marilyn Mooney- Mary Magdalen  
Barbara Potter- Service Auxiliary  
Merrilyn Vaughn-Hoffman, Junior Division,  
Service  
Auxiliary

**35 year award**

Mary Burlingame- Service Auxiliary  
Annie Holmes-Service Auxiliary, Foundation,  
WBM  
Tsveta Lambo- Neuro Navigators, Patient  
Ambassador  
Frieda Motcheck- Mercy League, Surgical  
Lounge  
Nancy Passanante- Angelus League, Mary  
Magdalen, Camillus  
Gretchen Rosenbrook – Surgical Lounge,  
Patient  
Ambassador, WBM Emerita

**30 year award**

Mary Culham – Auxiliary  
Carol Dunn- Pediatric Arts and Crafts,  
Sparrows  
Cindy Lemon- Service Auxiliary, Guild,  
Camillus  
Mary Liechty- Service Auxiliary, Guild, WBM  
Jacqueline Marrs- Office Support, Division III,  
Service Auxiliary  
Kazuko Ozaki- Service Auxiliary  
Jan Zimmerman- Service Auxiliary, WBM

**25 year award**

Anna Lee Dickens- Service Auxiliary  
Patricia Frederick- The Sparrows, Industrial  
Constance Garlitz- Mary Magdalen, Angelus,  
ETC  
David Graves- Escort  
Tillie Kreft – Mary Magdalen  
Dolly Oliver- Eucharistic Minister, Hospice  
Janet Perron –Service Auxiliary, Mary  
Magdalen  
Althea Smith- Escort/Information Desk  
Phyllis Tomlinson – Service Auxiliary  
Barbara White – Service Auxiliary  
Kathleen Zerkle – Helping Hands, Service  
Auxiliary, Hospice

**20 year award**

Shirley Bailey- McAuley League  
Cathy DeRose – Mercy League, Hospice  
Sondra Loveland – Industrial,  
Escort/Information Desk  
Mary Jane McGuire- Service Auxiliary, WBM  
Judith Potts – Information Desk  
Carol Rambo - Oncology

**15 year award**

Joyce Blakeslee – Service Auxiliary  
Michele Boutwell – Service Auxiliary  
Mary Bowers – Service Auxiliary, Division IV  
Barbara Coey – Division III, Office Support  
Shirley Day - Lifetime  
Audrey Dixon – E. W. Sparrow Auxiliary  
Carol Fanson – TLC Critical Care  
Sara Flanders – Service Auxiliary  
Maggie Frankland - Guild  
Connie Gauss–TLC Critical Care, Helping  
Hands  
Judy Hackett – Service Auxiliary  
Menetta Kass – Service Auxiliary  
Carol Landrum–Service Auxiliary, Helping  
Hands  
Diana Leipprandt – Service Auxiliary  
Patricia Lincolnhol – E. W. Sparrow Auxiliary  
Ora Loring – Mary Magdalen  
Mary Malott – E. W. Sparrow Auxiliary  
Olga Pascalenos–Pediatric Arts and Crafts,  
ETC  
Jean Paull- Service Auxiliary, WBM  
Theresa Piggott – Hospice

H. Joyce Preston – Service Auxiliary  
Sally Ryan – Eucharistic Minister, Archives  
Mary Ryan – Service Auxiliary  
Judith Valentine – Infant Massage, ETC  
Doris Walker – Information Desk, Guild

**10 year award**

Janet Anderson – Heart Center, Surgical Lounge,  
Infant Massage, Hello Hospital  
Katherine Aylsworth - Hospice  
Phyllis Beard - Hospice  
Ruth Bergh – TLC Critical Care  
Mary Jane Boak - Hospice  
Diedra Boles – Service Auxiliary  
Barbara Buckley – Pet Therapy  
Maryann Buda – Angelus League  
Hannelore Bulos - Hospice  
Margaret Carter - Escorts  
Joan Chamberlain – Service Auxiliary  
Marlene Cosgrove – Hello Hospital  
Bianka Daly – Neuro Navigators  
Elizabeth Febba – Surgical Lounge  
Emiko Fisk - Escorts  
Deborah Ginsburg – Guild, ETC  
Linda Grandy – Hospice

**10 year, continued**

Rita Holtham – Information Desk  
Beth Kinsey – Oncology  
Beverly Kitsmiller – Service Auxiliary  
Michael Koppisch – Hospice  
Judy Krchmar - Hospice  
Janet LaGrow – Kind Companions  
Linda Lindauer – ETC, Emergency Department  
Mickey Martin – The Sparrows  
Kathleen Montgomery – Service Auxiliary  
Marilyn Noeker – Angelus League  
Jill Novakoski - Lifetime  
Linda Rapelje – Industrial  
Kathleen Smith - Hospice  
Mary Spagnuolo – Angelus League  
Patricia Thorpe – Service Auxiliary  
Richard Tipton - Hospice  
MaryLou VanZee – Surgical Lounge  
Mary Warmington – Kind Companions

**5 year award**

Sharon Ashley - Guild  
Mark Beagle – Service Auxiliary  
Laurel Beals – Surgical Lounge, ETC  
Jeannine Benedict – Service Auxiliary  
Patricia Betz – Food & Nutrition  
Charlene Borgeson- Office Support  
April Branson – TLC Critical Care  
Adrienne Brendle – Mercy League  
Olga Brink – Mary Magdalen  
M. Janie Bruen – Eucharistic Minister  
Molly Brunette – Service Auxiliary  
Yvonne Carter – Division IV, Service Auxiliary  
David Caszatt - Escorts  
Christine Cheney – Service Auxiliary  
June Daman- Surgical Lounge, Information Desk,  
Office Support  
Virginia DeLuca – Service Auxiliary  
Curt Dykhuizen - Escorts  
Maureen Dykstra – Mercy League  
Alice Ellis – Division III, Office Support, Information Desk  
Merlinda Emerson – Hello Hospital  
Kathryn Foley - Division IV  
Margaret Galey – Mary Magdalen  
Tina Gardner – Service Auxiliary  
Melissa Gedela – Pediatrics, Service Auxiliary, Patient Concierge  
Janet Guttridge – Service Auxiliary, Surgical Lounge  
Sue Holben – TLC Critical Care  
Linda Hoxie-Green – Foundation  
Bilky Joda-Miller – ETC, Pediatrics  
Joan Jonckheere – Service Auxiliary  
JoAnne Julian – Service Auxiliary  
Jana Kittilson – Hospice, Patient Ambassador  
Claudia Konieczny – TLC Critical Care  
Susan Krolik – Escort/Information Desk  
Jackie Lautzenheiser – Surgical Lounge, Service Auxiliary  
Rebecca Lindsey-Holaday – Service Auxiliary, Information Desk  
Carolyn McArthur – Patient & Family Advisors, Escorts  
Sandra Morey- Foundation, Heart Center, Neuro Navigators  
Ellen Murdock – Service Auxiliary  
Edith Nordlund - ETC  
Judy Osbun – Pet Therapy  
Tracy Price - Hospice

Bonnie Pung - Angelus League  
Mary Purvis – Oncology  
Kathleen Rademacher – Pet Therapy  
Elisabeth Richardson – Service Auxiliary  
Judith Roe – Division III, Office Support  
Patricia Roggow – Service Auxiliary, Office  
Support  
Michelle Ryder – E.W. Sparrow Auxiliary,  
Hello  
Hospital  
Nancy Selby – Surgical Lounge, WBM  
Susan Smith – Office Support  
Robert Smith – Heart Center  
Les Starr – Surgical Lounge  
Phyllis Terrell – Mercy League  
Geraldyn Teszlewicz – Hospice  
Emma Thomas – Mary Magdalen  
Carol Trojanowski – Industrial  
Dennis Williams - Surgical Lounge, Infant  
Massage  
Thomas W. Woodward - Hospice  
David Zink - ETC



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

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

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

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

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

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

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

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

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

**Centennial Quilt** - This quilt was created by volunteers to commemorate the volunteer groups that served during 1896-1996. Volunteer Diane Kent coordinated the process of obtaining and assembling the quilt squares, and

the Women of Emanuel First Lutheran Church did the final quilting. The quilt was framed and is located off the Cancer Center parking deck.

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

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

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

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

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

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

\*Taken from various articles about Mr. Brumm

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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**WOMEN'S BOARD OF MANAGERS  
2016-2017 OFFICERS AND MEMBERS**

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President..... Patricia Hollenbeck  
 President-Elect ..... Vacant  
 Corresponding Secretary ..... Barbara Alspaugh  
 Treasurer ..... Nancy Selby  
 Assistant Treasurer ..... Marian Brooks-Bryant  
 Immediate Past President ..... Jean Paull

Alicia Armstrong	Marianna Klaver
Tammy Averill	Mary Jane McGuire
Nancy Ballard	Susan Patterson
Lexie Blockett	Sue S. Safir
Cynthia Harrington	Gina Spencer
Christine Hollister	Dottie Spousta
Cora Huguely	Carolyn Willoughby
Linda Kahler	Jan Zimmerman

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  
 \*Elizabeth Session 1990  
   \*Eleanor Smith 1990  
 Mary Frances Jessup 1991

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***IN MEMORIAM***

**2016-2017**

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Marilyn Cornelius, Guild for the Art Fund

Joan M. Legg, Guild for the Art Fund

Joan Price, Service Auxiliary for the Education Fund

Norma Price, Service Auxiliary for the Education Fund

Janice Pfeiffer, EW Sparrow Auxiliary for the Education Fund

Carolyn Wickham, Service Auxiliary for the Education Fund

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**SPARROW WOMEN'S HOSPITAL ASSOCIATION**  
**LIFE MEMBERS 2016**

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Dr. & Mrs. Gerald Aben  
Mrs. Chris Adams  
Kim and Brian Alexander  
Dr. John and Alicia Armstrong  
Ms. Karen Arndorfer  
Mrs. Nancy Ballard  
Mrs. Robert Bancroft  
Mr. Lawrence Bass  
Mrs. Jack Bates  
Mr. & Mrs. David Bennett  
Mrs. Kathleen Berning  
Mrs. Rolland Bethards  
Dr. & Mrs. William Blackburn  
Mr. and Mrs. Charles Blockett  
Mrs. Nancy Bobinski  
Dr. Robert E. Brantley  
Mr. & Mrs. Gregory Brogan  
Mrs. Joe B. Brown  
Mr. & Mrs. Richard Bruner  
Mr. & Mrs. A. James Budzinski  
Mr. & Mrs. Frank Burke  
Mr. & Mrs. Ray Chase  
Mrs. Edward Cheney  
Mr. & Mrs. James W. Clark  
Dr. & Mrs. Michael R. Clark  
Mr. William J. Cleary  
Mr. & Mrs. Fred Cogswell  
Mrs. Howard Cook  
Mrs. Jacob E. Cook  
Mrs. Eugene Cornelius  
Ms. Patricia Daiss  
Mr. & Mrs. Joseph Damore  
Mary Lee Davis, Ph.D.  
Mrs. Nancy Davis  
Mrs. Norma Dexter  
Mrs. Vance Diggins  
Mr. & Mrs. Phillip Douglas  
Dr. & Mrs. Stanley Dudek  
Ms. Carol Dwyer  
Eva L. Evans Ph.D.  
Mrs. Mathies Evans, Jr.  
Mrs. Leonard Face  
Ms. Tracy Feazel  
Martha Freeman  
Mrs. Joe C. Foster, Jr.  
Miss Pauline Geovanes  
Mr. & Mrs. Ira Ginsburg  
Mr. & Mrs. C. William Given  
Mrs. D. J. Goff  
Mrs. Ellie Goff  
Ms. Judith Green  
Ms. Della Gregory  
Mrs. Dawn Gribben  
Mr. & Mrs. William Guerin  
Mrs. Leslie Gysel  
Ms. Roberta Harmon  
Cynthia Harrington  
Mrs. Robert Harper  
Mrs. Eileen Hatt  
Mrs. Margaret Hedlund  
Mrs. Donald Hines  
Mrs. Marshall Hines  
Mr. & Mrs. Timothy Hodge  
Mrs. Robert Holden  
Mr. and Mrs. John Hollenbeck  
Mr. & Mrs. William Hollister  
Mrs. Carol Horowitz  
Mrs. Liselotte Huber  
Mr. Robert B. Hughes  
Mrs. David Jessup  
Dr. Richard S. Johnson  
Dr. David & Dr. Laryssa Kaufman  
Mrs. Edmund Keena  
Mr. James Kent  
Dr. Donald Kuiper  
Ms. Mary D. Laing  
Susan Leavitt  
Mrs. Roland Ledebuhr  
Mrs. Louis Legg  
Mrs. Clayton Lewis  
Mrs. James H. Lewis  
Mrs. Curtis Liechty  
Mrs. Gordon Long  
Mr. & Mrs. Roger Looyenga  
Mrs. Donald G. Lowell  
Mr. & Mrs. Lance Lynch  
Mr. & Mrs. Olin Mace  
Dr. W. E. Maldonado  
Mrs. Mary Jane McGuire  
Ms. Nancy McKeague  
Dr. & Mrs. Timothy McKenna  
Mrs. Leslie McMullen

Mr. and Mrs. Gary McRay  
Mrs. Edward G. Miller, Jr.  
Mrs. Jan Moore  
Mrs. Mary Ann Morris  
Mrs. James E. Moulton  
Mr. & Mrs. F. Karl Neuman  
Mrs. Joan Nolff  
Mrs. James Olson  
Mrs. William O'Meara  
Mrs. Dan O'Shaughnessey  
Mr. & Mrs. William Paull  
Mrs. G. Bruce Papesh  
Ms. Ila Parker  
Mr. & Mrs. Lawrence Parker  
Ms. Nancy Passanante  
Mr. and Mrs. Richard Patterson  
Mrs. Martin E. Pearlman  
Mrs. V. Stoddard Peery  
Shirley Penecot  
Mr. Bruce Pickell  
Mrs. Barbara Potter  
Mr. & Mrs. Robert L. Potter  
Mrs. Dixie Lee Premer  
Mrs. Douglas Reniger  
Mr. & Mrs. John Riegel  
Mrs. Peggy Riggs  
Mrs. Carol Roost  
Mrs. Gretchen Rosenbrook  
Mr. and Mrs. Matthew Rush  
Mrs. Sue S. Safir  
Mrs. Francis E. Sage  
Mr. & Mrs. Frank Salimbene  
Dr. & Mrs. Patrick Sartorius

Mr. & Mrs. Gerald Schaberg  
Mrs. Patricia Schraft  
Mrs. Nancy Selby  
Mrs. Joseph Sheets  
Mrs. Melissa Sherry  
Ms. Zoe P. Slagle  
Marty Smith  
Mrs. Robert D. Smith  
Mr. & Mrs. Ronald Soltis  
Dr. & Mrs. Philip Sorensen  
Dr. & Mrs. J. C. Spencer  
Mr. & Mrs. James Spousta  
Dr. Dawn E. Springer  
Mr. & Mrs. Norman Stockmeyer  
Drs. Phillip & Susan Storm  
Mrs. Deanna Strolle  
Mr. & Mrs. Dennis A. Swan  
Mrs. Frederick C. Swartz  
Dr. Ronald P. Swenson  
Dr. Jacqueline Taylor  
Dr. Carolyn Texera  
Mrs. Douglas Wacker  
Mr. Joseph Wald  
Mrs. Carol Welch  
Mrs. Renee Breslin Welch  
Mrs. Judson Werbelow  
Mrs. Grace A. Wever  
Mr. & Mrs. Robert Wilcox  
Mr. and Mrs. Lawrence Wilhite  
Mrs. Carolyn Willoughby  
Mrs. Robert P. Wilson  
Mrs. William E. Wilson  
Mrs. Lee Wolford

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

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



Mrs. V. H. Sturgis  
Mrs. Lee M. Swift  
Ms. Candace Thoman  
Mrs. Edward Thomas  
Mrs. Albert Tobin  
Mrs. James Tranter  
Mrs. Clarence Underwood  
Dr. Douglas Wacker  
Mrs. Harold F. Walter  
Mrs. William Walworth, Jr.  
Mrs. William Walworth, Sr.  
Mrs. Stanley V. Weed  
Mr. & Mrs. Ronald Weger  
Mrs. Dorothy Wickham  
Dr. Herbert Wolford  
Mrs. J. F. Wolfram  
Mrs. Roy Ziegler  
Mrs. Jan Zimmerman

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

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***PRESIDENT'S REPORT***

2016 was a very special year for the Sparrow Women's Hospital Association. It marked the 120<sup>th</sup> anniversary of our founders (women volunteers) who established organized health care in our community. Rarely is it known for a hospital to be established by volunteers! Each of us carries on the heritage of our founders with our dedication and compassion to help every person in need of health care. The Sparrow Women's Hospital Association (over 2200 volunteers) remains steadfast.

The Women's Board of Managers continues to provide leadership, vision, and support to our hospital and to those we serve. Our board representatives, Dottie Spousta and Linda Kahler, link us to the Michigan Hospital Association through the Michigan Association for Healthcare Advocates for leadership and educational opportunities.

Our 2016 Malcolm Baldrige National Quality site visit was a significant event for Sparrow. Very few hospitals in the nation receive this prestigious visit. The SWHA was honored to have one of our members trained as a site inspector! Thank you, Nancy Selby, for this additional service.

We welcomed the volunteer leaders of our Sparrow affiliates for an enthusiastic discussion at our November meeting – Ionia, Carson City, Clinton Memorial and Hayes Green Beach.

Founders' Day was expanded to a week of celebration for recognition and visibility. Complimentary high teas were served in the main lobby to over 400 associates and guests. Historical posters were displayed and media coverage occurred throughout the Sparrow campus. Our Founders' Award honorees were Al and Jan Granger.

The Physician Recognition Dinner continues to be an event we are honored to organize and host through the sponsorship of PNC Bank, held at the University Club of MSU. Physicians are nominated by their peers. 2016 honorees were: Physician of the Year: Iftiker Ahmad, M.D. Hall of Fame inductees: Giora Adam, M.D. Daniel Havlichek Jr., M.D. Edward Lanigan, M.D. James McGillicuddy II, M.D. Leadership Award: Patricia M. Crowe, M.D. 181 guests attended.

New Board members have been a welcome addition in helping carry out our mission: Tracey Barnes, Deborah Ginsburg, Linda Kahler, and Sue S. Safir. We said farewell to our past president, Zoe Slagle, and thanked her for 17 years of service.

Our three major committees remained active throughout the year: Archives, House, and Volunteer Services. Our special events committees also remained active with Founders Week, Physician Recognition Dinner, and our Annual SWHA Meeting and Luncheon.

We appreciated the staff support received from John West (Facilities), Reza Tavakoli (Environmental Services), Mary Swan (Interior Design), Laura Fellows (Food and Nutritional Services), Jim Long (Catering), Melissa Sherry (Volunteer Services), and all who work with them to fulfill our mission.

Respectfully Submitted,  
Patricia Hollenbeck

**Sparrow Women's Hospital Association**  
**Combined Balance Sheet**

<b>Assets</b>	<u>December 31, 2016</u>	<u>December 31, 2015</u>
<b>Current Assets</b>		
Cash	450,941	358,064
Inventory	178,533	146,161
Other current assets	12,596	18,684
Investments	<u>321,206</u>	<u>299,250</u>
Total current assets	963,276	822,159
<b>Property and Equipment</b>		
Net of depreciation	<u>6,886</u>	<u>-</u>
Total assets	<u><u>970,162</u></u>	<u><u>822,159</u></u>
<b>Liabilities and Net Assets</b>		
<b>Current Liabilities</b>		
Accounts payable	67,515	16,015
Accrued sales tax	<u>4,685</u>	<u>4,835</u>
Total current liabilities	72,200	20,850
Net Assets	<u>897,962</u>	<u>801,309</u>
Total Liabilities and Net Assets	<u><u>970,162</u></u>	<u><u>822,159</u></u>

# Sparrow Women's Hospital Association

## Combined Statement of Activities

	Year Ended	
	December 31, 2016	December 31, 2015
<b>Revenue</b>		
Merchandise sales	762,494	641,269
Charity ball	58,090	73,428
Auxiliary photo sales	8,163	7,587
Membership dues	4,968	5,155
Other fundraisers and contributions	20,863	37,571
Contributed Facility	75,600	67,500
Dividends and interest	9,022	8,171
Unrealized gains (losses) on investments	21,769	(18,238)
	960,969	822,443
<b>Expenses</b>		
Cost of gift shop merchandise sold	385,691	366,719
Other fundraisers	5,360	864
Grants:		
Sparrow Foundation	257,456	206,638
LCC Nursing Scholarship	-	7,000
Contributed Facility	75,600	67,500
Selling, General and Administrative Expenses	140,209	110,337
	864,316	759,058
Total Expenses	864,316	759,058
<b>Increase in Net Assets</b>	96,653	63,385

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

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

The Budget, Finance and Membership Committee met in October 2016 to review budget requests and establish a proposed budget for presentation to the Women's Board of Managers in October. The Budget was approved and adopted by the Women's Board of Managers in November 2016.

One Life Membership was accepted and a thank you letter was sent and the "member's fund" was maintained and accounted to the Women's Board of Managers monthly.

Marian Brooks Bryant  
Budget Chair

## **EDUCATION-SCHOLARSHIP COMMITTEE**

Education and Scholarship Committee

In 2016 the Sparrow Women's Hospital Association generously supported Sparrow Nursing staff. The SWHA funded three scholarships of \$2500 per recipient, given to Sparrow nurses who are working on completion of advanced nursing degrees. A fourth scholarship funded by SWHA for \$2000 was awarded to a LCC student who is a Sparrow employee and is just beginning his nursing education.

Members of the Education and Scholarship Committee are Tracey Barnes, Lexcie Blockett, Christine Hollister, Susan Patterson, and Patricia Hollenbeck (ex officio).

Respectfully Submitted  
Mariana Klaver  
Chair of Education and Scholarship Committee

## **HOUSE COMMITTEE**

The House Committee has seven active Women's Board members: Susan Patterson, Cindy Harrington, Marianna Klaver, Gina Spencer, Tracey Barnes, Cora Huguely, Sue Safir and three Emerita members: Margaret Hedlund, Candy Parker, Sally Burke. The Committee also has monthly attendance of Sparrow Staff. They are Laura Fellows, Executive Chef/ Director Food and Nutrition, Reza Tavakoli, Director of Environmental Services, John West, Director of Facilities Development, and Mary Swan, Interior Design.

Cindy Harrington, Art Committee Chair, effectively organized a sale of the art décor that was taken down as Sparrow refurbished areas in the hospital. Some of the pieces were returned to the artist or artist's family.

Several pieces of the art that was part of the Women's Board inventory has been refreshed and hung in the Sparrow Professional Building and in St Lawrence. A signature art piece was selected and purchased for the Gathering Place.

The Holiday Décor Committee selected new décor for the Gathering Place. The holiday decorations were also inventoried and then installed and taken down by the Women's Board for the holiday season.

A rounding schedule was developed for the House Committee. This was started as a pilot program on a request from Environmental Services. The goal is to have a House Committee Women's Board member round on specified units once a week. As a result of this program, the HCAHP scores for those floors improved. The House Committee continues to assess how to best implement this for Sparrow.

Respectfully Submitted,

Susan Patterson

## **ARCHIVES COMMITTEE**

### ARCHIVES COMMITTEE ANNUAL REPORT

The mission of the Archives Committee is to collect and preserve past history and current events of the Sparrow and St. Lawrence Campuses. The committee meets the third Monday of the month for a business meeting followed by workshop time. We welcome pertinent Sparrow/St. Lawrence collections which are properly identified and authenticated. Donors are advised to contact the committee before considering a donation.

*During the year,* we had the pleasure of receiving several visitors. Mr. Tom Plasman, former Sparrow administrator, who shared historic information and copies of "linen blueprints of Sparrow Hospital". Larry Drolett interviewed with the St. Lawrence archive members and donated a family Journal of Dr. Lawrence Drolett.

As customary, we assisted in providing displays and biographical sketches for the Physician Recognition, The Women's Board Founder's Week programs and researching family facts for community members. Dr. Kepros, Patricia Hollenbeck and Jean Paull visited the Archives Collection/Museum at Mayo Clinic and returned with many inspiring photos and comments. During the upcoming year, the Archives Committee hopes to engage in future plans for Archival displays for Sparrow Hospital and to also involve the resources of former Sparrow Hospital Nurses in the expansion of our existing nursing files.

This year we were saddened with the passing of member Carolyn Wickham, whose mother was instrumental in establishing the Sparrow Chapel.

### COMMITTEE MEMBERS

Mary Jane McGuire, Chairperson  
Dottie Spousta, Assistant Chairperson  
Carolyn Willoughby, Secretary  
Nancy Ballard  
Mary Barnes

Marge Cook  
Karen Douglas  
Dorothy Foltyn  
Deborah Ginsburg  
Jean Paull

Margaret Bates  
Marian Brooks Bryant  
Barbara Clark

Rhoda Smith  
Mary Jane Wilson  
Phil Douglas, Photographer

Respectfully Submitted,  
Mary Jane McGuire

## **NOMINATING COMMITTEE**

For Spring, 2016, please see nominating report in the business portion of the meeting.

In the fall of 2016, the Nominating Committee began a new search for a President-elect. The Sparrow Women's Board of Managers (WBM) began the year with a new slate of officers, minus a President Elect for the first time since the board was formed. At the November 16, 2016 WBM meeting, the committee made a motion nominating Christine Hollister to fill the vacancy of President Elect, completing the two-year term that began June 2016 thru 2018. Motion was passed.

Respectfully Submitted,

Lexcie Blockett – Nominating Chair, Alicia Armstrong, Cynthia Harrington, Christine Hollister, Marianna Klaver and Jean Paull

## **SPONSORED EVENTS**

### **Founders' Week Teas**

On Thursday and Friday, March 16 and 17, from 2:00-4:00, the WBM hosted two tea tables in the Sparrow Lobby across from the new gift shop. This was done at the request of V.P. Patty Hollenbeck, in order to highlight our history with the hospital's original founding and to inform our guests of the work WBM currently does to further Sparrow's mission. The finger desserts and tea sandwiches were provided by the Sparrow Food Service, and I found Supervisor Jim Long to be most professional and willing to assist with all my requests. Our tables were agleam with the WBM's silver service and lace tablecloths, as well as flameless tapers in our two candelabras. We used the centerpiece from the Founders Day award presentation, as well as additional roses provided by Jim Long. These Teas were extremely well received by visitors, patients and caregivers. Cindy Harrington was in charge of the Thursday tea and I chaired the Friday event. We had 4 other WBM members act as hostesses each afternoon. Thank you to all who graciously explained the history and legacy of WBM as they served refreshments and passed out brochures.

### **Nurses' Week Event**

On Thursday May 12th Sparrow Hospital held their Annual Awards Celebration in the Auditorium. WBM provided the red/white/blue/yellow bouquet which was the centerpiece for the beverage and dessert table. The theme was "Imagine, Believe, Achieve" and Tina M. Gross MSN, BAS, RN, SANE was the chair of this spring's Nurses' Week Program. I also ordered corsages for the speakers and long stemmed pink roses for the Nurses of the Year. Sparrow Food Services provided all guests with a healthy chicken salad and fruit lunch. Marianna Klaver presented a check on behalf of our board, for advanced nursing scholarships. This year I didn't have any WBM greeters, as I poured beverages and acted as hostess. Jan Zimmerman donated a gift basket on behalf of WBM for the Nurses basket raffle, an annual fund raiser for the Nurses. Thank you, Marianna, and Jan, I know that our efforts were appreciated by the Nurses Week committee.

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



On May 19th, a beautiful sunny day, the Special Events committee acted as hostesses and worker bees, while the Volunteer Services staff and the V.S. committee took care of all details re the business meeting and awards presentation. It was held for the third year at the Eagle Eye Golf Club and banquet center. Sue Patterson and I selected a Cobb Salad /fresh fruit cup/homemade breads/ and chocolate mousse in chocolate cups for our luncheon. Lemonade, ice tea, and ice water was in carafes on each table, along with choices of salad dressing and crumbled bacon. The vegetarian/vegan/gluten free meal option was a vegetable kabob served over wild rice with a side salad. Our tablecloths were white, with yellow and green napkins and our centerpieces of Gerber daises were in antique aqua blue canning jars.

We gifted the flowers to our newest volunteers. My committee arrived at 10:00 and placed bios/programs/centerpieces on the 52 tables. Groups photos were taken at 10:30 of the old, new and emerita board members, by Phil Douglas and Tracy Feazel. The final reservation count of 380 was given to our event planner George Verhes on the Friday prior to our Luncheon. There were 35 salads left (no shows). The business meeting and awards program went smoothly and without delays. There were numerous compliments re the entire afternoon's event "this was the best ever" heard repeatedly, was music to the Special Events committee's ears. My gratitude to my team: Sue Patterson, Assistant Chair, Nancy Ballard, Marian Brooks Bryant, Cora Huguely, Marianna Klaver, Nancy Selby, Carolyn Willoughby and Jan Zimmerman, also a big thank you to other WBM members who helped so very much! We have reserved the Eagle Eye for next year so Save the Date, May 17, 2017.

Respectfully submitted,  
Dottie Spousta /Special Events Chair  
May 23, 2016

### **Volunteer Services Committee**

The Volunteer Services Committee (VSC) is one of three primary committees of the Women's Board of Managers. This committee works in partnership with Volunteer Services Department to provide support and share responsibility for the goals, objectives and activities of the Sparrow Volunteer Program. The three primary responsibilities of our committee are: planning and coordination of volunteer groups and activities, interviewing and placement of volunteers, planning for the recruitment, retention and recognition of volunteers.

#### **2016 Volunteer Statistics:**

1114 Community Volunteers

743 College Volunteers

259 Teen Volunteers

**2,116 Total Volunteers**

**163,192 hours of services were provided, for a total volunteer contribution/savings of \$3,844,803.00**

2016 highlights:

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

Liaisons from the Volunteer Services Committee are assigned to thirty-three community volunteer groups, and communicate with the presidents on a monthly basis. Information from the Volunteer Services Department, Sparrow and Group/League are shared, facilitating communication and team work. A Volunteer Group Tracking Tool has been designed by the committee for effective and efficient communication, and has been implemented this year. This tool:

- provides monthly documentation of the group's status, needs and any issues the group is experiencing, for monthly review and action by the VSC,
- facilitates record keeping and review for VSC members,
- creates opportunities to learn, share and problem solve from other group's experiences,
- creates an efficient process for data collection,
- enhances the volunteer placement process during interviews,
- guide strategic volunteer recruitment.

The Volunteer Services Committee and Nursing Departments are working collaboratively to review volunteer/caregiver processes for efficiency and effectiveness to better meet the needs of Sparrow patients and families. A Focus Group was held in June, the roles of volunteers and caregivers working on hospital units and departments were explored to determine needs and where there was room for improvement. A joint effort in the Emergency Department to assist patients and their families waiting for services is being developed to increase patient satisfaction

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

The fall President/President Elect meeting was held in September – “Supporting Our Presidents and Volunteers” and focused on tools and best practices for effective leadership. We revisited the Volunteer Promise, a comprehensive guide of expectations and behavior for volunteers based on Sparrow’s ICARE values. Melissa Sherry and Nancy Selby introduced Onstage Customer Service, an in- service to inspire and guide volunteers.

Liaisons attend fall and spring volunteer group meetings to provide support, updated hospital and volunteer department information and discuss any leadership or volunteer questions or concerns.

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

Volunteer Recruitment Open Houses continue in an effort to attract more volunteers. Open Houses scheduled in conjunction with other Sparrow events have increase awareness and visibility of volunteer needs and services. The committee is exploring strategic recruitment, to seek out volunteers with specific skill sets as we move toward increased interaction with patients and families.

Festive Volunteer Week Activities were coordinated in April to thank our volunteers during National Volunteer Week. Activities included: rounding by WBM members, daily raffle prize drawing, 20% discount in the gift shops, and a thank you to our volunteers on the Sparrow news channel and a local TV station.

Respectfully submitted,

Alicia Armstrong, Chair

Memorial & Honorary Donations Received  
by the Women's Board of Managers in 2016

**Sparrow Health System Volunteer Contributions**  
**January 1, 2016– December 31, 2016**

<b>Group</b>	<b>Total Hours</b>	<b>Dollars Donated</b>	<b>Items</b>	<b>Items Donated</b>
Angelus League	960		544	Stuff Animals
			170	Surgical Pillows
			250	Gait belts & walker bags
Division III	240		4,750	Quiet at Night Packets
			200	Sleep Files
			60	Stuffed and sewed animals
Division IV	1,673		6,500	Tray Favors
			24	Knitted Caps and Booties
			19	Afghans
			7	Chemo Caps
			38	Baby Hats
			17	Bereavement Bunting
			6	Scarves
Edward W. Sparrow Auxiliary	3,116	\$7,000	6,000	Blankets and gift to Mother/Baby
			389	Baby Hats
Escorts	5,643			
Escorts/Information Desk- St. Lawrence	4,198			
Eucharistic Ministers	1,057		7,669	Communions delivered
			14,282	Patients visited
ETC	2,603		2,475	Community Donations
				mini-grants to departments for patient enhancement
Guild	308	\$38,000		TCI Support
		\$50,000		
Heart Center	1,365			
Hello Hospital	500		987	Student visits
Helping Hands	536			
Hospice	7,604		4,164	Patient visits
Industrial League	421		287	Walker-bags, fidget pads, etc
Infant Massage	1,955		1,000	Massages given to infants
Information Desk	1,440			
LifeTime Nurses	300		3,000	Blood Pressure Checks
Mary Magdalen League	4,721	\$2,100		Specialty Hospital and SANE
		\$25,000		Herbert-Herman Cancer Center
McAuley League	2,706	\$12,500		Hospice Gift
				Sparrow Foundation for sewing groups
Mercy League	2,532			
Neuro Navigators	1,020			
Office Support	1,836			
Patient Concierge	1,061			
Pediatrics	1,798			
Pediatrics Arts and Crafts	361		1251	Playroom Craft Projects
Popcorn	172	\$1000		Hospice
Service Auxiliary	28,445	\$260,000		Cancer Center and Nursing Ed
Sparrows	1,700		2,468	Toys ,dolls, baby hats, neck pillows

Specialty Hospital	686			
Students (MSU, LCC & others)	27,256			
Surgical Lounge	10,307			
Teen Volunteers	8,935			
TLC Critical Care	2,332			
TLC Oncology	1,706			
Women's Board of Managers	2,592			Art
Women's Board Active Honorary	209			
WHA Grants and Scholarships		\$9,500		Nursing Educational Scholarships
Grand Total	163,192	\$405,100	56,557	

**DIRECTOR – Melissa Sherry**

As the director of Volunteer Services, each year I am blessed to work with so many extraordinary individuals who give of their time to improve the customer service experience. In 2016, we had many extraordinary people to celebrate and so many accomplishments.

First, in 2016 the SWHA honored Janet Hines with our third 60-year award ever given by the hospital. Janet is a charter member of the Service Auxiliary and has held so many positions in that group as well as an emerita member of the Women's Board of Managers and past president of the board. For all of her accomplishments and the amazing contributions she has given to Sparrow, I nominated her for the Capital Area United Way's Adult Volunteer of the Year. Happily, she was selected among many, many outstanding volunteers for that award and her team of supporters from family, friends to our staff were all there to cheer her on!

We also were honored in 2016, to have a teen volunteer Shreya Srivastava honored that same evening by the Capital Area United Way for the Teen Volunteer of the Year. This young lady has volunteered all four years of her high school career with us and has delivered smiles and flowers to our patients! Many congratulations! She was nominated by Susan Herner, our Youth Coordinator.

Sparrow has always valued and appreciated our volunteers and this last year we were able to survey volunteer engagement with the help of Gallup. In 2017 we will launch our full volunteer satisfaction survey and in 2016 we used pulse surveys to assess how well we are doing with volunteer engagement by providing meaningful work and the reports from all segments of our volunteer family were outstanding with a score of 4.68 on a 5-point scale. We look forward to learning how we compare to other hospitals with the 2017 full survey.

Another big accomplishment in 2016 was the renovation of the St. Lawrence Gift Shop, Surgical Lounge and entrance area. This upgrade ensures that St. Lawrence looks like a Sparrow facility with nice lighting, beautiful colors and comfortable furniture. Our volunteers were outstanding ambassadors during the renovations and welcoming greeters once the work was done to provide our patients and guests with an outstanding customer service experience. Our gift shop is a true gem with our great volunteers and beautiful environment to shop, relax and find that perfect item.

Our Sparrow Gift Shop has been a busy place in 2016. Many thanks to our buyers, leaders, window dressers and the promotions crew, the shop had record setting sales in 2016. In 2017, the group plans to give Sparrow their largest single gift ever of \$200,000 in addition to paying off a 2015 gift to the Herbert Herman Cancer Center.

Our new Herbert Herman Cancer Center is coming along and we plan to see the first patients in July 2017! Our many volunteer groups have given tremendous support to the cancer center and we are incredibly proud of the tenacious focus our groups have had on their goals to improve the patient care experience. Our Mary Magdalen League volunteers, Service Auxiliary and the Sparrow Women's Board have all made significant donations to support the Cancer Center. Our Sparrow Guild, once again provided nearly \$40,000 in grants to departments for small projects to improve the patient experience. One project lead by a Sparrow nurse who has a son with Autism, moved here to create a sensory cart specifically for patients with autism so that the hospital experience would not be as stressful. This project has been recognized many times in local and state media for innovation. One more example of the extraordinary opportunities created by our volunteers!

### **PROGRAM COORDINATOR**

2016 was a year of growth for the college program. We conducted 438 interviews and supported 720 college students last year. The college students gave 27,526 hours to the hospital. The role of student coordinator has been very well received, and we expanded the program to 30 students. This expansion has allowed us to increase the number of coordinators in most of the units and helped us reduce the number of students in training sessions so we could work more closely with them and so they would have a better understanding of their role as a volunteer.

In November, we conducted a six-question pulse survey, and over 165 students responded to the survey. The key themes from the survey were:

1. College volunteers had a concern about the length of shifts.
2. College volunteers had some mixed feedback on rounding by staff and coordinators.
3. Some volunteers felt there was not enough work to do for the entire shift.

In follow-up to the survey, we have shared and discussed this with our department staff and college volunteer coordinators. We have made adjustments to a few departments by shortening shifts and adding responsibilities. We have also created some checklists of tasks for students to perform while not rounding.

In the upcoming year, we will continue to evaluate the needs of the hospital and find a balance between the tasks performed, the length of shifts and the number of volunteers per shift. To ensure volunteers are engaged and having a meaningful experience, volunteer staff and student coordinators will continue to round and help college volunteers refine their skills as a hospital volunteer.

Tracy Feazel  
Volunteer Services  
Program Coordinator

### **ANGELUS LEAGUE**

Angelus league finished 2016 with 39 members. Members meet monthly September through May to sew gait belts, walker bags, pillows and stuffed animals. Additionally, many members sew projects at home. Members meet informally in the summer months to work on projects. Last year 544 animals were sewn, stuffed and decorated, 170 pillows sewn and stuffed, 104 walker bags completed and 146 gait belts finished. This gave us a total 964 projects. Numbers were down from last year slightly due to a meeting cancelled because of snow.

Thanks to a generous gift from Women's Board of Managers we were able to purchase anti-fatigue mats for our members who stand to cut out and press our projects. These are in place and are used by all groups meeting in that space at St. Lawrence.

I would like to thank all our members for all their hard work.

### ***DIVISION III***

Division III meets the third Tuesday of each month to collate and/or package items as needed by hospital caregivers and patients. We have a winter and summer luncheon meeting. Currently our membership stands at 11.

Last year the group worked primarily on four different projects. The largest being the completion of 8,000 Quiet at Night Packs which consisted of putting ear plugs and ear phones with the explanation for their usage and the reason their usage would make a patient's stay more comfortable and healing, inside a zip lock bag for patient distribution.

Most of our members' participant in another volunteer group.

We reviewed and discussed the Volunteer Promise one time during the year. I anticipate everyone will comply and be ever mindful of and practice, the components of the Volunteer Promise.

Ellen Gunther, President

### ***DIVISION IV***

Division IV has 21 members. Our task is to make tray favors. We meet the last Tuesday of every month except July, August and December.

We make 500 tray favors for every month of the year, which includes holidays and/or special occasions. If Easter is in March along with St. Patrick's Day, we will make an additional 500 tray favors for April. Those tray favors are distributed to patients in the hospital.

In 2016 we made 6,500 tray favors. Some of our members also knit items, which are donated to the hospital. They made 17 hat & bootie sets and 17 Afghans.

In 2016 we were pleased to add one new member to our group. We had two resignations and have two on leave of absence.

As a group, Division IV applies the Sparrow Volunteer Promise. Even though we do not interact with patients when we meet, how we treat each other is very important to us. Should any of us be at the main campus and encounter patients or their families, the Volunteer Promise will definitely be applied.

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

Diane M. Talsma  
President



## **EDWARD W. SPARROW AUXILIARY**

The E.W. Sparrow Auxiliary meets on the second and fourth Wednesday of each month from September to April. Meetings start at 9 and finish at 12 in the volunteer room at St Lawrence Campus. We consist of 34 women who cut, baste and sew white flannel into 36x36 blankets. After inspection, they are sent to the laundry to be washed and then sent out to the nurseries. In 2016 the group had completed 6,000 blankets. We are very proud of our group, who meets only 13 times a year over 8 months and completes this act of love for the infants at Sparrow Hospital.

Each member commits to work a minimum of 35 hours per year, which consists of hours doing baby blankets at home either pressing, basting or sewing. 20 hours also must be in attendance at meetings. We have a group of women who not only commit to the blankets but also knit or crochet baby hats. This year 130 baby hats were donated to the nursery.

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

The Auxiliary receives a portion of their income from the baby photos taken in the nursery at Sparrow Hospital. With these monies, we are able to give the Mother/Baby Center a sizable check for anything that they need in the nursery. This year we were able to present them with a check of \$7,000.

Each group member has reviewed the Sparrow Promise. We do not interact with patients during our meeting hours, but if we are at the main campus and we encounter patients or their families the Volunteer Promise will come into play.

Respectfully,

Dianne Lange, President  
E.W. Sparrow Auxiliary  
February 2017

## **ESCORTS**

The Sparrow Escort Service is proud to have completed its 54th year of volunteering, having serviced Sparrow Hospital since 1962. Under the direction of the Transportation Department, Escorts, via wheelchair, discharge patients to their vehicles, transport visitors to patient rooms and take incoming clients to destinations such as Admitting, X-ray, and the Laboratory.

During 2016, our 39 active Escorts volunteered a total of 5,643 hours. The Escort Constitution requires a minimum of 50 hours per year for a member to remain in good standing. 16 members exceeded 100 hours of volunteering, 4 members exceeded 200 hours, and 4 members exceeded 300 hours.

Curt L. Dykhuizen  
President, Sparrow Escorts Service

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

A thank you to all volunteers who give of their time and effort to help make patients and visitors receive excellent care. Our league meets three times a year in April, September, and December. The April and December meetings have a luncheon following the meetings. At our December meeting we collect Toys for Tots and have the annual Christmas party. Elections are held once a year in April.

Thanks to our secretary/treasurer Nancy Scott for all her work. She has been with the group for many years and does a great job.

We now have an information book that defines areas, locations, doctors, phone numbers, events, and many other items to help the volunteers at the registration desk direct patients and visitors to desired areas.

During the year, many changes have occurred. We have lost some Departments moving to the new East Grand River building.

St. Lawrence Campus has gone thru remodeling of the outpatient registration, outpatient waiting, and outpatient surgical prep areas. During the remodeling, the Escort/Information League and Mercy League worked together to make the remodeling transition run smoothly.

Submitted by  
Al Evans, President, Escort/ Information League

### **ETC GROUP**

The ETC (Etcetera) Group fills specific needs for Sparrow departments. This group of 100+ volunteers works throughout the hospital on individual projects. Our volunteers serve in the Sparrow Breast Cancer Center, Forensic Pathology, In-Patient and Outpatient rehabilitation, knitting and crocheting baby hats and booties, and making lap quilts and angel gowns. These volunteers work very hard and provide great services to Sparrow.

RaShawn Gonzales, Coordinator

### **EUCCHARISTIC MINISTERS**

There are currently 50 Eucharistic Ministers who visit Catholic patients at Sparrow hospital. Each day the Eucharistic Ministers visit patients and their families to offer communion and provide for any additional needs or sacramental requests a patient may have. The Eucharistic Ministers seek to bring hope and sustenance to patients during their time of need and assure them of the Catholic community's concern and prayers on their behalf. Many of the Eucharistic Ministers have felt deeply enriched by their service and dedicated many years to this ministry.

Cassian Hardie

### **SPARROW GUILD**

The Sparrow Hospital Guild has a current membership of 42 actives and 50 inactive. The Guild was founded in 1924 with a membership of 50 women. Members are sponsored for the Guild and there is no limit to the number of members. The mission of the Guild is to be educated to the services and needs of Sparrow Hospital; to help by the acquisition and disbursement of funds for the general purpose of the hospital, to assist with special projects, and to be knowledgeable community ambassadors for Sparrow Health System.

The Guild has contributed approximately \$1,400,000 to Sparrow Hospital during its years of dedicated service. The Charity Ball was the signature fundraiser until 2016. Members believed it was time for a change and they planned and implemented the very successful "The Guild's Incredible Fundraiser" (T.G.I.F.) on Friday, November 4, 2016. Over \$58,000 was raised. The Sparrow TCI was chosen to be the recipient of \$50,000. The Guild members voted unanimously to hold another T.G.I.F. event on November 3, 2017.

The Guild meets six times during the year. Meetings include time for fellowship and understanding the purpose for the gatherings. The Volunteer Promise is printed in the membership directory and referred to as a basis for the work with the Hospital. Benefits and privileges of being a volunteer are also included in the directory. Guild enjoys the close association and guidance of the Volunteer Services Department.

Every Guild member serves on a Guild committee. It is through the committees that the goals of Guild are accomplished. The major fundraiser and several minor fundraisers are designed by committees and brought to the membership for approval and implementation. Every member contributes financially and with her personal gift of time and talent.

Ellen McKay, President

## **HEART CENTER**

At the end of 2016 we had 13 volunteers as well as a student each taking at least one shift a week. We continue to have a volunteer at the reception desk in shifts from 8 to 12 am and 12 to 4 pm, during which we communicate with the families, provide coffee and snacks and escort visitors to recovery following the patients' procedures.

Despite the fact, we do not have a large number of volunteers there are few gaps in the schedule of shifts. The volunteer promise was discussed at our fall meeting which was well attended. There was good discussion of the best ways to serve those in the waiting room as well as throughout the hospital. The meeting also included updates from staff followed by a question and answer session. Because volunteers work alone we are exploring having periodic dinner or lunch meeting to facilitate getting to know each other better. I would hope we can increase our volunteer base in the coming year

Richard Patterson, President

## **HELLO HOSPITAL**

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

Hello Hospital was visited by 44 classes in 2016 with 987 students and 251 adult chaperones. The program operates during the school year on alternate Tuesday and Thursday mornings from 9:00 to 11:30 A.M. Sixteen active volunteers and 3 MSU students contributed more than 500 volunteer hours in 2016. We are able to have two classes attend our program at the same time to save bus expenses.

The Volunteer Promise was discussed at our annual fall meeting. Ways to incorporate the Promise in our sessions were discussed. We feel we embrace innovation by our creative approaches when working with young children. Email reminders of the Promise are being sent to volunteers.

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

Marlene Cosgrove, President

## **HELPING HANDS**

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

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

This past year we experienced a decline in volunteer participation due to the nursery on mother baby closing over a year ago. It has been slow going in maintaining a full group, so that we can provide the services needed for the nurse of the Mother Baby unit.

It has been over a year now since we introduced the Volunteer Promise to our group members. Since then the promise has been posted in our locker located in the mother baby unit as well as placed in our volunteer sign-in notebook. That way it is

visible at the start, duration, and end of every shift. Each shift our group volunteers are reminded of the volunteer promise and how to use it when completing a shift of volunteering. The contact we have with new mothers allows us to display those values and goals that the promise provides.

Our most significant achievement this year has been giving the opportunity to assist in a new rocking initiative for babies going through withdraw or that simply need contact within the RNICU and OB Special Care units. We are hoping to better address this initiative this year with support from the volunteer office.

I look forward to opening up leadership opportunities for our group to allow Helping Hand volunteers to assist in training new volunteers. My goal for the New Year is to bring this group back to full capacity. That way we are able to provide the assistance the nursing staff needs, in order to provide the best care to the mothers and babies. It continues to be an honor to lead this group towards that direction.

Tracey Barnes  
President and Volunteer of Helping Hands

## **HOSPICE**

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

The three home hospice programs are based in Lansing, St. Johns and Carson City. Hospice House of Mid-Michigan, at the St. Lawrence campus, is a 21-bed inpatient facility.

Volunteers play a key role on the hospice teams, providing our patients with a range of skills and talents. They provide respite for caregivers, companionship for patients and assist with the practical needs of the patient and their families. Volunteers offer pet therapy, light massage, reflexology and hair styling services. Some offer their musical talents by playing the piano and harp. Others prepare meals in the kitchen for the patients and their families. Volunteers provide direct patient care, read to our patients or simply offer companionship. Up to 50 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. These Stories keep the patients motivated and engaged. Our Vigil Companions sit at the bedside during a patient's last hours of life providing care and presence for the patient and their family so no one dies alone.

Volunteers attended a movie social in June and an Appreciation Station was available during Volunteer Week in April.

In May, our annual Hike/Bike for Hospice was very successful. Over 70 hospice and community volunteers helped the event run smoothly. Volunteers supported our bake sale at Sparrow's main campus and money benefited the fundraiser.

Patriotic and holiday concerts were held in the Chapel at Hospice House. Both volunteers and staff sang and played.

Volunteers sewed 11 Memory Pillows for our bereaved. They also tied fleece blankets for patients receiving palliative care at Sparrow Hospital. We also received blankets from community members and church groups.

Volunteers support our *We Honor Veterans* program by attending pinning ceremonies and participating in services of honor for the veteran patients we care for. Hosted a Veteran's Day service and collaborated with local Applebee's restaurants to provide free meals for 21 veterans in home and at Hospice House.

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

Volunteers attended an in-service *Courage and Compassion: Understanding Your Why* in November.

Volunteer awards were given in December: Bill Kandler was honored with the 2016 Betty Geller Volunteer Award Celebrating the Spirit of Hospice Care. Sue Thelen was honored with the 2016 Sparrow Hospice House Volunteer of the Year and Alan Harris was honored with the 2016 Sparrow Home Hospice Volunteer of the Year.

In 2016 over 115 volunteers including 8 MSU students contributed 7,604.5 hours with 4,164 visits. This represented a cost savings of \$227,950.16. Per Medicare requirements, volunteers must account for a minimum of 5% of staffing hours. In 2016, volunteers accounted for 8.90% of staffing hours. Sparrow Hospice is very fortunate to have dedicated and engaged volunteers.

Karen Ketola, Staff

### **INDUSTRIAL LEAGUE**

Our small group of sewers was very active, this year. Although we only have 5 sewers, we made a total of 287 items, this year. Many of us sew at home, in addition to our hours spent at St. Lawrence Hospital, putting in an additional total of 102 hours.

Our projects, this year, included: 90 Walker bags, 9 Lap Quilts, and 188 Fidget Pads.

Unlike many groups, we meet once a week, except in the summer, when we meet once a month.

We continue to review the Sparrow Promise, and our dedication to providing the highest quality items for patient use, is always uppermost in our minds.

Joyce Schaub, President

### **INFANT MASSAGE**

At the end of 2016 we had 36 active members. We have 4 members on leave and a waiting list of 10 at this time. Our next training will most likely be late summer. All team schedules are pretty well covered for now considering we will

have people returning from leave. Each day of the week has a team consisting of 3 - 6 members who rotate weeks and work an average of 1- 3 times a month. We work 3 - 4 hour shifts. This year we provided over 1000 massages and/or comforting to the babies in the RNICU. We are typically able to interact with approximately 1/3 of the babies during their stay in the unit. We held 2 new volunteer trainings in 2016, 1 in the spring and 1 in the fall, adding 8 new members to our group. New volunteers are instructed in all our procedures including the benefits of massage, cooperating with nurses, hand washing procedures, privacy policies, and how to massage babies as well as the other duties we perform in the unit. New members gain hands on experience and extra training by shadowing seasoned volunteers until they are ready to massage on their own.

Our spring and fall dinner meetings were well attended. We enjoyed the opportunity to gather as a group, share experiences, and be updated on pertinent information. We strive to incorporate the Volunteer

Promise in to our interactions with the babies, their parents, and the staff. Our members are trained to introduce themselves to the baby's parents if they are present, explain what we are doing and the benefits of massage. We encourage them to watch, answer questions, and offer them handouts on baby massage so they can continue to massaging when their baby is able to go home.

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

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

The most significant achievement of our group this year is the very purpose for which we exist - to provide loving touch to the babies. Sometimes it is a massage, sometimes we rock fussy babies, or we may provide soothing comfort with a reassuring touch and talking and offering a binky. We are very encouraged as more and more often the nurses seek our assistance in comforting fussy babies as well as giving massages. At times, we are able to offer comfort while the babies are having blood drawn or an IV inserted. We feel much appreciated for the work we do with the babies and other tasks such as making arm boards and sorting, folding, and putting away clean laundry. Our group consists of very dedicated and reliable volunteers. We love the babies and we love what we do. It is my privilege to be a part of this group and my honor to serve as their president.

Respectfully submitted,

Bonnie Schuon

### **INFORMATION SERVICES - SPARROW**

Information Service volunteers are now located at the 2909 Sparrow Medical Building. The volunteers sign in patients for the Radiology department and assist patients to various parts of the medical building. The volunteers also may run small errands for the staff members. The volunteers work two four-hour shifts, 8:30 a.m. to 12:30 p.m. & 12:30 p.m. to 4:30 pm Monday through Friday.

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

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

Information Services has a great list of officers that continue to organize and improve the group.

The total of Volunteer hours for the 2016 year was 1140.

Doris Walker

President of Information Services

## **LIFETIME**

The LifeTime Nurses offer free blood pressure screenings on a regular basis at various sites around our community. They are at the Lansing and Meridian Malls every Wednesday from 8 am to 9:30 am, the Clinton County Senior Center the first Tuesday of the month from 11 am to 12:30 pm, the Meridian Senior Center on Kinawa drive the second Tuesday of the month from 11 am to 12:30 pm, and at Mason Urgent Care on a monthly basis. This group of 16 dedicated nurses cheerfully provide over 3,000 blood pressure checks and donate over 300 hours of volunteer service to our community each year.

At our annual fall meeting, we reviewed the Volunteer Promise and discussed our implementation plan (below). This group consistently goes above and beyond in caring for the health of our community. We are especially in need of additional volunteers (need experience doing BP checks) that are available Wednesday mornings to serve at the Lansing Mall.

### **As a Sparrow Volunteer, I promise to:**

- 1. Embrace Innovation**
  - a. Promote actions that contribute to the mission and vision of the hospital.
  - b. Offer blood pressures and health resources free of charge to members of the greater Lansing community.
- 2. Foster Compassion**
  - a. Practice H.E.A.R.T. when listening to and addressing personal and health concerns during BP checks.
- 3. Be Accountable**
  - a. Demonstrate competency of duties, including compliance with Sparrow policies, procedures, and health requirements.
  - b. Attend annual volunteer group meeting and pay \$1 dues.
  - c. Maintain and submit BP logs and report volunteer hours each quarter.
- 4. Promote Respect**
  - a. Be truthful and kind and practice healthy communication and teamwork.
  - b. Respect and respond to the diverse needs of each person (esp. those hearing- or vision-impaired) by communicating with them in a way that works well for them.
- 5. Strive for Excellence**
  - a. Ensure safety, quality and satisfaction by promoting efficiency and improvement.
  - b. Assist in recruiting and retaining volunteers.

Respectfully submitted,

*Katie Hubbard*

## **MARY MAGDALEN LEAGUE**

The Mary Magdalen League is a group of volunteers, who performs three functions. They operate the “St. Lawrence Gift Shop” on the Sparrow/St. Lawrence Campus, host “Fund Raising Activities” throughout the year, as well as their various League activities. Fourteen are buyers for 8 departments.

We currently have 47 active volunteers. Our members worked a total of 4,721 hours in 2016. Our shop hours are 9:00 am to 5:00 pm, Monday through Friday. Three members are currently serving as Shop Manager.

Our Executive Board is composed of a President, President Elect, Advisor, Secretary, Treasurer, Assistant Treasurer, and two Fund Raising Chairmen. We meet three times a year for our Executive Board Meeting,

followed by a General Meeting for all members. In December, we have a Christmas Luncheon where monies are collected for the Lansing Food Bank. In 2016, we donated \$584.00.

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

The League also sponsors several fund-raising events. In 2015, there were two \$5.00 Jewelry and Accessory sales and two Silvique Jewelry sales at both campuses, a shoe sale and a purse sale at the Sparrow Campus. Our fund-raising activities totaled \$14,826.44.

This year our Gift Shop was under remodeling, therefore the Shop was closed from September 1, 2016 through December 11, 2016. The remodeling has been well received by our volunteers and customers.

Profits from the Shop and Fund Raisers are being used to fund our pledge of \$25,000 given to support a Private Infusion Room in the new Herbert-Herman Cancer Center. This \$50,000 pledge will be satisfied over a two-year period with funds from 2016 and 2017.

I have added the Volunteer Promise as an Agenda Item to all General Meetings. The importance of the Volunteer Promise is stressed to improve our customer relations.

Judy Davis, President

### **McAULEY LEAGUE**

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

In 2017, we will be donating \$25,000 to the Michelle A. Wiseman & W3 Hospice Transitions Endowment.

Peg Wilfong has continued her very successful sales of beautiful handcrafted items in 2016. Peg works countless hours fabricating her crafts, selling them at the local bazaars and constantly creating new designs for future sales. This is all in addition to her regular volunteer work at the Resale Shop and the Sparrow Gift Shop. Peg donates all of the considerable funds raised to the McAuley League to be used for the support of Hospice Services.

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

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



Donations and sales have both been excellent in 2016. Our volunteers have devoted much time and labor in accumulating, sorting, cleaning, pricing and arranging the thousands of donated items the shop accepts every year. They should be very proud of their accomplishment.

Our current membership stands at 9 active members.  
James Tellner, President

## **MERCY LEAGUE**

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

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

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

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

We successfully performed our duties out of the former cafeteria dining room as the remodeling of the surgical lounge/ information was being done from about mid Sept. to mid Nov.

Now we are happy to be working side by side with the Escorts and the Information Volunteers.

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

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

We are continually losing members to retirement and adding new members. In 2016, members quit serving as Mercy League members and we added 4 new members, and 2 went on sustaining membership status (not serving in the lounge). Thanks to a very efficient member, Jernein Service, who schedules our work shifts, and arranges for substitutes when needed, we are able to staff all shifts every day.

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

Jon Stahl, president of the Mercy League

## **NEURO NAVIGATORS**

The main goal of the Neuro Navigators group is to provide compassion and support to families and visitors of patients in the Neuro ICU and Neuro-Stepdown units.

In 2016, MSU college student volunteers joined our group on a semester basis and we are looking forward to working with young volunteers. Our group ended the year with 11 active members.

Tootsie Lambo, President

### **OFFICE SUPPORT**

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

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

RaShawn Gonzales, Coordinator

### **PATIENT CONCIERGES**

The Patient Concierge Group has a unique role that directly supports Sparrow's strategic plan to provide quality health care to the patients we serve. The Patient Concierge's primary role is to build a relationship with the patient and their family/friends through visits, conversation and looking for opportunities to meet a need in advance of the patient expressing a complaint. Our Group is now in its seventh year and continues to improve, but also faces challenges. We currently have twelve volunteers with one new volunteer waiting to be trained. Our numbers fluctuate throughout the year. We have some volunteers that take a leave for the winter and others that take time off over the summer months. Coverage during these periods can be trying. This presents the challenge to find more individuals suited for this role.

The volunteers that currently serve are very dedicated and truly care about the floor they are assigned to and the patients they serve. They are effective and work well independently in their role as a Patient Concierge volunteer. Unfortunately, with the best of intentions we also lose volunteers from this Group due to their many outside commitments that often take priority over volunteering. This Group attracts strong, confident and kind natured individuals who are suited to rounding independently. However, because they are so talented they often have many "roles" in their lives, and as a result, many do not stay with us for years. We strive to have a consistent presence and encourage our volunteers to round weekly, however it is also common for a volunteer to commit to a bi-monthly schedule. We currently are present on the following floors in the main hospital: 4S, 4F, 8S, 7N, 9W.

Our Group is trained to use AIDET and HEART as communication tools when interacting with our patients and/or a family members/friends. We strive to connect with the patient through a quality visit. When possible we offer patients food items from our nourishment rooms, warm blankets, room tidying, assistance with a book request and/or purchasing meal cards and/or items from the gift shop, to name a few. We also have been asked to assist with a patient discharge if "Transport" cannot respond in a timely fashion because of excess volume, however this is rare.

Our Group meets twice a year to discuss issues, specific safety concerns and share experiences, as well as for support and comradery. The "Volunteer Promise" remains a living document and is utilized by our volunteers. At our meetings, the discussions reflect many of the items mentioned above but also have included ways to be

more compassionate, respectful and accountable. Our Group does this by always placing the patient first and by being responsive to any requests within the scope of our role. Improving our relationship with the Caregivers we work with is also an ongoing goal. We know that it is beneficial for our volunteers to work as a team to improve safety, quality, satisfaction and value. We always sanitize when entering a patient room and upon exiting. We never go into “contact isolation” rooms, and we defer to nursing if we ever have a concern about a patient or the patient has questions we can’t answer.

To expand on the “Volunteer Promise” moving forward, we intend to continue to emphasize our empathy skills by listening more intently and hearing what our patients are saying. This enables us to increase satisfaction levels by being more responsive to their needs, and being innovative.

Finally, we all agree to be mindful of the need for our Group to grow and one key strategy, when appropriate, is to recruit volunteers for the Patient Concierge Group from family, friends, colleagues and neighbors we know.

Respectfully submitted,

Cindy Harrington – President of the Patient Concierge Group

### **PEDIATRICS**

We have 28 pediatric volunteers, including adults from the community, college students from a number of Michigan colleges, and teens. In addition to these volunteers, who fill 28 volunteer slots (weekly or every other week), we have an MSU Group (Students Care) whose members rotate to fill 2 volunteer slots each week, and 6 pet therapists who rotate to fill 2 volunteer slots each week. Our volunteers serve pediatric patients and families in a number of ways; we could not function without them.

Special event volunteers bring specific diversions to patients, such as clown face painting, pet therapy, massage and crafts.

Direct patient volunteers visit children in their rooms or in the playroom and offer toys, art supplies, movies and books. They also offer to stay with patients while parents take breaks to eat, shower, make phone calls or get away for a few minutes.

Then there is the Pediatric Arts and Crafts Group who work together to provide activities for pediatric patients. Projects are delivered on a regular basis by Bob and Carol and are appreciated by patients, staff and volunteers.

I have been working with orienting new volunteers to the department, as well as shadowing volunteers to make sure they are following proper procedures now that the pediatric unit has reopened.

We look forward to another good year.

Sandy Smith  
Pediatric Volunteer President

### **PEDS ARTS & CRAFTS**

The Pediatric Arts and Crafts was founded in 1949. We currently have four members. We meet two or three times per month to make craft projects for the children in the pediatric playroom. Our volunteer time for 2016 was 327.5 hours.

Or most popular items are the plaster molds that the children paint. The molds are animals, flowers, sports and seasonal shapes. For other projects, we use art foam, paper, yarn, beads and recycled goods. We cut the art foam into shapes that the children glue together to make into animals, flowers, seasonal and holiday projects like door knob hangers, bookmarks, and magnets. We punch holes in the art foam so the items can be hung onto their IV poles. We also send beads to the

playroom for the children to make bracelets, necklaces, and/or key rings. In addition, Carol Dunn makes cloth balls for the babies and young children.

In 2016, we delivered 1251 craft items.

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

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

Carol Dunn, President

### **POPCORN SALES**

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

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

Working with our liaison and volunteer coordinator we remain optimistic

Toby Carter, President

### **SERVICE AUXILIARY**

Looking back over my last year as President of the Sparrow Hospital Service Auxiliary/Gift Shop, I wish to say that it was exceptional. Our buyers did an outstanding job in pushing the envelope throughout the year selecting new items for new and special gifts for our guests to purchase and share with their family and friends. Our monthly sales showed an improved profit margin. We are forever grateful to our buyers for their creative purchasing and to our window display volunteers arranging these beautiful items for all to see. I am attaching my letter that I wrote in Spring, 2015 to our buyers on my first impression of realizing what these 35 buyers and gift shop managers do and work tirelessly every week to make our gift shop such a success. We also need to address and thank the remaining 200 volunteers who work one or two shifts a month to keep the gift shop open. We are forever indebted to their dedication, commitment and service.

At our 61<sup>st</sup> Annual Sparrow Hospital Service Auxiliary/Gift Shop Spring Meeting held on April 18, 2017 at the University Club, we presented a check to Sparrow Hospital Foundation Stella Cash, Vice President of Development and Strategic Partnerships with our promise of \$200,000 to gift Sparrow Hospital's various needs and requests to review from Mary Lou Wesley, Senior Vice President & Chief Nursing Officer and her various hospital departments.

We will be fulfilling our final payment of \$60,000 towards our \$250,000 five year Pledge to Sparrow's Herbert-Herman Cancer Treatment Center this coming August, 2017.

At this meeting Dennis Swan, President & CEO of Sparrow Health Systems, Thomas Bres, Vice President & CAO of Sparrow Health Systems, Stella Cash and Melissa Sherry, Director of Volunteers Services expressed their sincere appreciation for all that the Service Auxiliary does. They are extremely thankful for all that we have donated to the hospital. They also shared their stories on what a valuable impact our gift shop has made on their patients, staff and guests.

With this \$260,000 gifting to Sparrow Hospital this year, it has put our gifting to Sparrow over the \$6 million dollars mark! Who knew 60 years ago, when a small group of women created this volunteer group and others to follow selflessly with phenomenal dedication to hours and service to make these donations/gifts possible. Let us all stand up and applause for these unique and beautiful gift shop volunteers?!

At this annual April meeting, we honored Mary Kishler for her 50 years as a gift shop volunteer. Mary has been a buyer for us for many of those years. Mary also received the 'Star Award' from our gift shop managers for her selfless and dedicated hours as a volunteer and buyer.

A new annual award was initiated by an anonymous gift shop volunteer in honor of her dear friend Jan Zimmerman who passed earlier this year. The award is titled the 'Jan Zimmerman Exemplary Service Award'. The acting President will select this volunteer. I nominated Susan Wilkis, our gift shop manager who performs the many office manager duties in the back office, posting all invoices and prices on every item in the gift shop, computer data programming and many other tasks performed to help make our gift shop such a success. Most of us, volunteer 4 to 8 hours a month. Susan works 30-40 hours a week! Thank you Susan for ALL that you do to help make the gift shop organized, efficient and profitable.

In my final months, I wanted to make copies of each volunteer document for our 230 volunteer members. This turned out to be 35 pages of seven different documents for our membership to read and be informed of.

Our Parliamentarian Chair Kay Mayer and her committee has been working hard to complete the updating of our Standing Rules and Position Descriptions enabling for these documents to be brought to our Executive Board for approval. It is still a job in progress.

My final message to my volunteer membership is that I wish to thank all of you who have supported and respected me throughout my time as your President.

I wish to place my emphasis not only on the gift shop's operations, but also on our volunteers, women and men who have given freely and happily of their time to support and promote the gift shop's success over the past 60 years.

I thank you from the bottom of my heart for allowing me to represent you and to get you the facts and the information needed when asked.

I would like to once again remind everyone when you make your purchase at the register in the gift shop, it may be priced a few dollars more than at another gift shop. Please remember that a certain percentage of our profits is being gifted back to Sparrow Hospital. These gifts (see attached 2017 report) may help when you find yourself or your loved ones a patient at Sparrow Hospital in the future. If you have had problems when your blood has been drawn, we have gifted 20 AccuVein finders for the nursing stations, Pediatrics floor and the emergency room. The items we chose this year will provide comfort to patients on the Gero Psych Unit, babies in the Neonatal ICU, improvement in the blood sample transport system, Medical Surgical Department, 7 Foster trach patients, and something new in the emergency room area, we are providing a table top blanket warmer for patients who have sexually assaulted and are in the emergency department for exam. Along with this we are providing clothing (sweatshirts, sweat pants and undergarments) for those who have been sexually assaulted (the victim's clothing is taken in by the police for investigative evidence). Each year the E.R. sees approximately 300 men, women and children that have been victims of sexual or physical assault. We are so very thankful to be able to help those in need.

As I am stepping down as your Service Auxiliary President, a new window has been opened for me. I have been nominated and I will be sworn in as a Women's Board member on May 17th. My first assignment will be working with a Mentor on the Volunteer Services Committee. Through my experiences as your President and past Monday Day Group Leader, I will be your voice to help improve, recruit more volunteers and promote beneficial aspects to our gift shop.

Warmest regards,

Christine M. Richardson-Beagle

## **SPARROWS**

The Sparrows is a group of 21 dedicated ladies that, through a lot of hard work, produce many different items for the hospital. We sent 2468 different items to various departments of Sparrow Hospital in 2016. We make toys, dolls with hospital gowns, baby hats, neck pillows, crib closets, and blankets. We got two wonderful new volunteers this year, Elaine High and Christine West.

We work on the first Monday and the third Wednesday of the month, twelve months of the year. We require 35 hours per year of service and many of our ladies do additional work at home. You do not have to know how to sew to be in our group. There is something that everyone can do! If you cannot attend a workshop, you do not have to have a substitute. If you go away for the summer or the winter, you can still be a part of our group. We are very flexible. Come and join us.

Lynne Ash  
President

## **SURGICAL LOUNGE - SPARROW**

The Main job of this volunteer group is to know where the family/friends of patients having surgery or procedures done are located and can connect them with the doctor involved. After recovery, we send them to the discharge area or to the patient's room. We furnish coffee and hot water for other beverages.

During the spring 2016 Meeting, President Patty Antaya stepped down and I stepped in to take her place. Liz Febba became the new treasurer. Vishy Viswanathan is our man in charge of maintaining the schedule. Linda Woodrow volunteers her time to update the volunteers often and sends out a monthly newsletter. Nancy Selby is our liaison to the Sparrow Hospital Women's Board. Marsha Moore, Sparrow employee, supervises the area and we are thankful for that.

We have had a few new volunteers added to the roster making the total around 105. Some of those are "snowbirds" so the winter months become hard to fill up but due to the good hearts of those still around, we survive wonderfully. We recently had a change of the pager system and so far, it seems to be working great. Communication between the pre-op lounge and the main surgical lounge is important and good communication between the lounges and the PACUs and Discharge areas has improved. I have noticed that the staff all up and down the hospital has been positive and that certainly makes it easier to do our "volunteer" job. At least once during my shift as a volunteer, a friend or family member comments at how helpful the volunteers are and that makes us feel appreciate.

Pam Solitro  
President Surgical Lounges  
Sparrow Hospital

## **TEEN VOLUNTEERS**

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

The first option is the year-round program which requires one two/three hour shift each week for at least a full year in one of our fourteen units. Although the duties vary by unit, they all have a common goal of providing the best possible care for the patients, families and visitors at Sparrow.

The second choice is the summer program which requires one three/four hour shift once each week for ten weeks beginning in June and ending in August. This allows the Teens who are not able to commit to the regular program during the school year an opportunity to become a volunteer. The units available for this program are different from the choices in

the regular program and vary from year to year. This also enables the units that are unable to support a volunteer every week to obtain extra help during the summer months.

The Teen program is only one small piece of the total volunteer picture at Sparrow. During 2016, 179 Teens participated in the year-round program while 75 Teens choose to help during their summer vacation. The 254 Teens contributed 8935 hours of service to Sparrow Hospital. It is important to note that this program would not be successful without the help of the departments and the caregivers who assist the Teens in the performance of their duties. Special thanks also go to our Director, Melissa Sherry; Program Coordinator, Tracy Feazel; and Administrative Assistant, Rashawn Gonzales whose assistance and direction have been invaluable.

Susan Herner  
Youth Volunteer Coordinator

### **TLC CRITICAL CARE**

1. Our team has discussion the Volunteer Promise at each meeting and have made a copy of the Promise available to each member at the meeting as well as keep a copy in our communication book.
2. The Promise is a great reminder for us that we are an integral part of the Sparrow team and that our work is appreciated and makes a difference. However, it is the family and friends of the patients who remind us the importance of meeting their needs and in turn the patients.
3. I think every volunteer has experienced a time when he or she has really made a significant, positive impact on someone's life. If it was just listening to unrelated stories as a distraction or helping with locating a place to stay close to his or her loved one, the rewards of helping can often make a greater impact than we realize. I must say though that the greatest achievement, as you know, was one volunteer saving the life of someone who was locked in a bathroom and unresponsive. As a society, it seems we often become so busy and do not take a little extra time to ensure the needs of people are met. Because our team member did take the time, someone is alive because of her.

Claudia Konieczny

### **TLC ONCOLOGY**

The TLC Oncology group was very productive in 2016.

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

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

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

Teresa Pruder, Staff