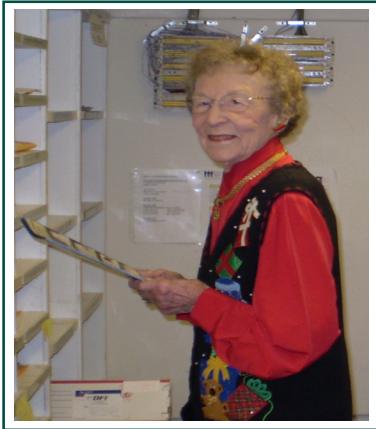


## Volunteer Spotlight

Millie Roberts has volunteered for Marquette General since 1988. She has achieved more than 7,400 hours in a variety of services over the years!



Millie currently sorts and distributes hundreds of mail pieces every Thursday and Friday. She also takes on the responsibility of delivering patient mail, going the extra mile to greet and offer a warm smile to patients as she enters their room.

Millie volunteers to give hospital tours when requested. She has also been instrumental in recruiting and training numerous volunteers over the years. Her experience at MGH has been a great asset in instructing others.

In addition, Millie has been a member of our Volunteer Advisory Committee and the Volunteer Luncheon Planning Committee. She has willingly offered to do special projects such as starring in hospital videos and assisting with Marquette General Foundation projects.

Millie was awarded the Lifetime Presidential Service Award for the Retired and Senior Volunteer Program in 2006 after achieving 4,000 hours of volunteer service.

Millie displays a true servant's heart as she cares and shares her time at Marquette General. She exemplifies excellence in her volunteer role with an attitude that is personal yet professional. We are blessed to have Millie Roberts as part of our Marquette General Hospital Volunteer family!

## CALENDAR of Events

### MAY

- 6<sup>th</sup>** – Jewelry & Accessories Sale, Gift Shop
- 7<sup>th</sup>** – MAHA U.P. Spring District Meeting, Iron River
- 8<sup>th</sup>** – Annual Volunteer Luncheon, NMU Explorer Rooms
- 12<sup>th</sup>** – Photo Calendar Judging, Volunteer Office
- 21<sup>st</sup>** – Gift Shop Volunteer Training

### JUNE

- 2<sup>nd</sup>** – Volunteer's Annual Meeting & Officer Installation, Landmark Inn
- 9<sup>th</sup>-10<sup>th</sup>-11<sup>th</sup>** – MAHA Annual Meeting, Mackinac Island
- 23<sup>rd</sup>** – Gift Shop Pre-inventory Sale

## MARK YOUR CALENDARS!

We had such a fabulous response with our 2009 Pet Therapy Calendars--everyone loved them! Thanks to all of you who bought them. We raised almost \$4,000 which was shared by the MGH Volunteers and the Pet Therapy Program to support wonderful programs.

Since you cannot stop a good thing, we decided to roll out 2010 calendars to keep our projects funded. This year, we will use photos submitted to the annual MGH photo contest. Judging will take place on May 12, and some of the winning photos will be showcased in next year's Marquette General Hospital volunteer calendar. Look for calendars to be on sale in the early fall in the Gift Shop.

# From the Chief Volunteer Officer



Each Marquette General Hospital volunteer makes a wonderful difference for our hospital and its patients, and I thank you for your service. Representing the MGH Volunteers is a great job!

Marci Thieme, Christmas Wish List Project Chair, is an extraordinary shopper. With a budget of \$3,000, Marci carefully reviews department requests, limited to \$125 per department. Recently, Marci purchased fleece crew tops and pants for patients in the Emergency Department whose clothing had to be cut off. She also purchased calming CDs for the Oncology Department and coloring books with washable crayons for Neuro/Ortho-Pediatrics. Marci's efforts are a labor of love, and proceeds from our annual nut sale help to make these purchases possible.

The Large Projects Committee, chaired by Pat Pellett, meets twice during the fiscal year to examine requests for items to be purchased as submitted by the MGHS departments. Purchases funded in September amounted to \$14,745.92. With the addition of \$11,706 approved at the March meeting, our total funding for large projects amounted to \$26,451.92.

The commitment of the Large Projects Committee is to fulfill the requests in an equitable manner. Items requested are accepted, rejected, or advised to reapply next year. Every request receives a response, and the committee works to assist with the purchases that are approved.

A. Gary Muller, President and CEO of MGHS, on behalf of the Board of Trustees, employees, and medical staff, wrote a letter of appreciation for the recent gifts from the Large Projects Committee. Having reviewed the fourteen separate gifts, he was impressed that each gift will directly benefit our patients and their families. "This expression of generosity continues to demonstrate the fulfillment of the volunteers' mission at MGHS to support our patients."

Thank you, Mr. Muller, and thanks to Pat Pellett and your Large Projects Committee for a job well done!

Kay Bianchi, Sewing/Knitting Coordinator, and her team completed the following:

- ❁ one dozen heart pillows
- ❁ 70 baby caps (including some red and white ones for Valentine's Day)
- ❁ 2 t-belts and 2½ dozen satin pillow cases.

Thanks to Kay and her team for enhancing patient care with these handmade items.

Lastly, please stop and shop at the Gift and Coffee Shops. Delightful new items appear often at each location.

Thank you!  
Carolyn Severson  
Chief Volunteer Officer

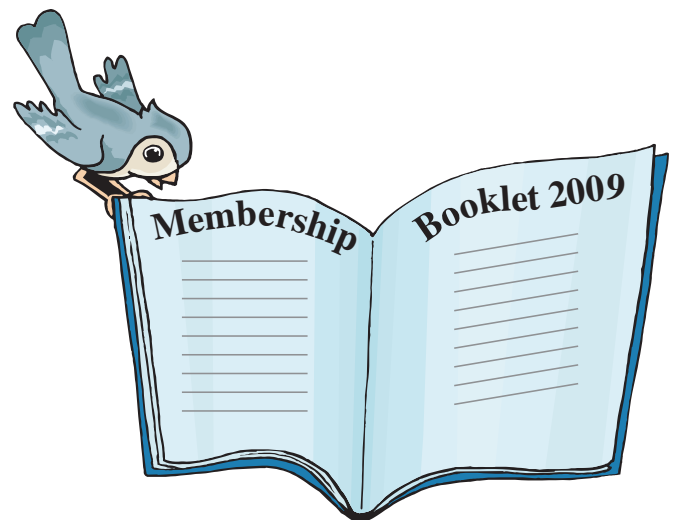
## Gift Shop News

We had a very successful Easter Sale, with proceeds close to \$2,000. Thank you to all who helped during this busy time. As a reminder, we are "going live" with our new computers in the Gift Shop on June 2<sup>nd</sup>, and I do appreciate all of your patience during this time of transition.

Volunteer training, for Gift Shop volunteers, will be held on Thursday, May 21<sup>st</sup> from 9:30 a.m. to noon and will include lunch. We are always interested in your input and this will provide an opportunity to discuss suggestions or questions.

May is a busy month with our Mother's Day Sale and Pre-inventory Sale. Tables will be set up in the Neldberg Lobby with sale items. If you are interested in helping out, please contact me.

Jennifer Dodge,  
Gift Shop Manager



The Membership booklet will be printed at the end of the summer. Please call Karol Pokley at 225-3280 or email her at [kpokley@mgh.org](mailto:kpokley@mgh.org) to update your name, address, phone number, or email address.

## Chief Volunteer Officer Carolyn Severson, accepts Brownie Troop Donation

Care and compassion shines through Natalie Dhamers, an Anesthesia Department employee at MGH. As the leader of the Girl Scout's Brownie Troop 5032, Natalie spearheaded a blanket project for our Neonatal Intensive Care Unit babies. Thanks to the coordinated efforts of Natalie, Brownie Troop 5032 made eight beautiful dye-free, fragrance-free, fleece blankets. These blankets were individually placed into decorative baby gift bags. A flyer was enclosed that included a photo of the girls that made the blanket and the following poem:



*"Little Baby so tiny and new, we have a special gift for you--It's packed with Love and Wishes too for all good things to come to you. We hope it keeps you safe and warm. And pray that soon you can go home."*

We extend heartfelt appreciation to Natalie and her Brownie troop for offering such kindness to our NICU babies at MGH!

## Marquette General Hospital Volunteers Lend Support to Help Purchase Transporter

The Marquette General Hospital Volunteers recently donated \$8,000 to complete the fundraising needed for the purchase of an \$80,000 state-of-the-art transporter for the Neonatal Intensive Care Unit. Each year, more than 70 very sick newborns from across the U.P. are brought to MGH for the highly specialized care they need.



Neonatologist, Julia Frei, M.D., accepts the check on behalf of the NICU, from Chief Volunteer Officer, Carolyn Severson. Also pictured (left to right) are: Volunteer Board Member Roxanne Burns; Foundation President Pat Bray; Foundation Board Secretary Lynn Moon; Women's and Children's Interim Program Director, Cindy Ampe; and Foundation Team Member, Pam Benton.

## TREASURES FROM THE ATTIC: AN ANTIQUE APPRAISAL FAIR

Marquette General Hospital volunteers will host an antique appraisal fair with Shirley Baumann, a certified appraiser, on Saturday, October 17<sup>th</sup>, in Marquette General Conference Room 1.

Interested people will be able to buy tickets before the event and have up to three items appraised (they must be small enough to be carried by one person). Tickets will be pre-sold at \$15 per item or three items for \$40. Shirley will also be available to do in-home appraisals of larger items or more numerous items for an hourly fee on October 15<sup>th</sup> and 16<sup>th</sup>. She can also do appraisals for insurance purposes, if desired. This will be a fun and exciting event, so save this date. We will have live video as Shirley works her way around the room so that you can see and hear her appraisals. Light refreshments will be served. More information will be available as we move closer to the date of the antique fair. Get your treasures out of the attic, basement, and garage, and get ready for an interesting and informative day on October 17<sup>th</sup>. If you would like to be involved in this exciting event, we need a few volunteers who can help with videotaping during the day. Contact Karol Pokley, at 225-3280, if you have an interest and aptitude for this.

## Karol's Corner of Volunteer News.....



Last month we celebrated National Volunteer Week (April 19-25). This is the one time of year that we “officially” recognize and show appreciation for all volunteers throughout the country. As a follow-up to this event, I want to personally extend my gratitude to each and every one of you for the

decision you have made to share your time and talents in “giving back” to MGH. This act of kindness is accurately conveyed by Carolyn Severson, our Chief Volunteer Officer, when she states, “Our volunteers are the softer side of MGH.” Another way I often say it at new volunteer orientation is, “MGH volunteers are the icing on the cake for the department they are serving in.” My heartfelt thanks for all you do as well as a plea to keep “doing what you’re doing” to make a difference for the patients we serve!

Sincerely,

Karol Pokley, CAVS  
Director, Volunteer Services

P.S. Please feel free to call the Volunteer Office at 225-3280 to find out about additional volunteer opportunities you may be interested in.



## HOSPITALITY ROOMS RECEIVE PRAISE

Today my mother will be released and I can finally take her home. When I first saw her in ICU on a ventilator I promised her I wouldn't leave here without her, that was Dec. 29, 2008. You helped me keep my promise. Words cannot express the gratitude in my heart for the comfortable home you have provided for the last month. This “program” is priceless for those of us who have a loved one critically ill. The staff and housekeepers were always such “cheery” people—they always brightened a tiresome day!

*Cynthia-Indianapolis, IN*

We were so grateful that a room opened up here, because we needed to be this close to my brother who came in for colon cancer surgery. Things never go the way they are planned through something like this. He truly needed us to be this close to him during his recovery.

*Pat & Tammy*

Someone recommended Hospitality Rooms and within 15 minutes I was in my room. PEACE...I felt it immediately! I laid on the bed to pray a little and could not believe I fell asleep for an hour. I felt so safe here, so peaceful and so thankful. Staying here is such a comfort especially being alone. Thank you so much to everyone who make this area possible.

*Ann Marie, Lake Linden, MI*

Not my first nor likely my last but once again a great stay. So glad for the blessings of having such a grand place to stay in the hospital. Home comforts at a needed time. God bless the entire staff that works in/with the Hospitality Rooms.

*Barb, Pelkie, MI*

## Activities that might interest you.....

\* Volunteering to videotape our Antique Appraisal fundraiser that is being planned for Saturday, October 17<sup>th</sup> at Marquette General in Conference Room 1. If you are interested in this exciting volunteer opportunity, please call the Volunteer Office at 225-3280 or email [kpokley@mgh.org](mailto:kpokley@mgh.org)

\* Attending the MAHA U.P. Sprint District Meeting. Northstar Health System (formerly Iron County Community Hospital) Auxiliary will host the district meeting on Thursday, May 7<sup>th</sup>, at 9 a.m. (eastern time). The meeting will take place at the Grace Covenant Church in Iron River, R.S.V.P. Karol Pokley at 225-3280 or email [kpokley@mgh.org](mailto:kpokley@mgh.org)

\* Join us at the Landmark Inn for the Annual Marquette General Hospital Volunteer meeting on Tuesday, June 2<sup>nd</sup>. All volunteers are encouraged to attend. Please come to support our new officers as they are installed into their offices. R.S.V.P. Karol Pokley at 225-3280 or email [kpokley@mgh.org](mailto:kpokley@mgh.org)