

From the Chief Volunteer Officer



I am honored to again take the helm of our wonderful Marquette General Hospital Volunteers. Along with Karol Pokley, Director of Volunteer Services, I will do my best to continue to foster the important mission

of our organization: "To enhance the quality and compassionate health care services for our patients and their families."

Each and every one of you, in your role as a volunteer, helps with this mission. I know that our volunteers do make a big difference in how patients, families and the public perceives Marquette General Hospital. No matter how small you may think your contribution is, together we do make a big difference. With over 500 volunteers working almost 30,000 hours last year, we have touched the lives of many patients, either directly or indirectly. In addition, we donated over \$80,000 last year to support hospital programs, services, projects and equipment. That is significant!! That has made a difference.

So, keep up the good work. We need you. The hospital needs you. The patients, families and staff need you. Thank you for your commitment to Marquette General Hospital. Thank you for your willingness to share your time and talents to make a difference in someone's life. Marquette General Hospital is a much better place because of the vital work we do as volunteers.

*Lynn Moon
Chief Volunteer Officer*

Gift Shop News

We have survived our remodeling! We are all very pleased with the remodeling that has taken place. We have some new furniture, a new coat of paint and three new computers! Please feel free to come by and take a peek at it.

Mark your calendars for upcoming fall sales events:

****SPOOK-tacular Sale** Friday, October 16th from 7:00 am - 5:00 pm. Pick a pumpkin and receive 10%, 20% or 30% off your purchase of select items!!!

****Customer Appreciation Sale** Wednesday, November 11th from 7:00 am - 5:00 pm. All customers get 20% off their purchase of select items!

**** Holiday Jewelry/Clothing/Accessory Sale** Wednesday, December 16th. The time is not set yet. All customers get 20% off all jewelry, clothing or accessory purchase!!

Please come to any or all of our special sales. We have an awesome variety of merchandise for each sale! Also available are the Breast Cancer Calendars - all proceeds go to the Beacon House and the Cancer Society. The cost is \$20.00.

The Gift Shop is looking for a new part-time Gift Shop Associate. This is a paid position. If you know of anyone that might be interested, please have them fill out an application in the Human Resources Department. The MGH Gift Shop is open 7 days a week.

Spotlight on Volunteers

~ Celeste Kyto ~



Congratulations Celeste!

Celeste Kyto has been a Marquette General Health System Volunteer since 1988. She has contributed 8,408 hours in volunteer service in various capacities throughout the hospital. Celeste Volunteers at our Skywalk Information Desk. She always asks to do clerical projects in addition to her information duties. She cheerfully greets people as they enter the hospital. She willingly transports patients to their destination if needed. Volunteers are asked to do one four-hour shift per week, but Celeste prefers to do two shifts per week and is willing to fill in for any additional vacancies.

In a noted display of quick thinking and reacting, Celeste was responsible for assisting a patient in time of need. Arriving at the Skywalk Information Desk on a brisk February

morning, Celeste noticed a female collapsed on the floor in the middle of the hallway. As Celeste approached her, she became conscious and Celeste assisted her to a chair, only to have her collapse once again to the floor. Celeste had the presence of mind to immediately call the proper code for help. Celeste stayed with this individual until help arrived. This is just one of the many times Celeste has helped patients and visitors in their time of need.

Celeste serves our community in a very vital way through compassionate and caring volunteer roles at Marquette General. Celeste possesses quality volunteering at its best. We are blessed to have Celeste as part of the volunteer team at Marquette General Health System.

"Denim and Diamonds" Dance

Saturday, February 6 at the Holiday Inn



Marquette General Hospital Volunteers will be holding a "Denim and Diamonds" dance Saturday, February 6, 2010. This fun event will be held from 7:00 p.m. to midnight at the Holiday Inn in Marquette with a live band and a drawing to win diamond jewelry!! There will be line dancing instruction and fun for all.

There will be heavy hors d'oeuvres and a cash bar. Tickets are \$25/person for a "Yee Haa" good time. Come dressed in denim and diamond bling to add to the festivities and fun!!

We will hold a silent auction and need items that fit a western denim and diamond theme. If you have something to donate, contact the Volunteer Office. This fundraiser is a benefit for Beacon House. Contact the Volunteer Office for more information.

MGH Volunteers Annual Holiday Nut Sale

The Annual Holiday Nut Sale Committee Volunteers are busy planning the annual Holiday Nut Sale. This sale is the fundraiser that supports the purchase of the Christmas Wish List items for the MGHS departments. The number of requests funded is based solely on the amount of funds generated by the Holiday Nut Sale. Increasing sales this year will allow more items to be purchased. Order forms will be distributed to you via the paper mail, as well as available in the Gift Shop and in the Volunteer Office by mid-October. This season we will continue to offer mixed nuts, pecans, holiday tins, cashews, and pistachios, as well as dried apricots (a big seller last year), sweet and salty mix, and a chocolate-coated bridge mix.

- The deadline for pre-ordering is November 5
- Pick up orders Thursday, December 3, 2009, in the lobby of the Neldberg Building from 8 am to 4 pm

The day of the sale we will have a limited number of products available for purchase. Any questions, call Linda Winslow (Education Department), chairperson for the 2009 sale, 225-6923.



Show your support of the Wish List Project and purchase the Holiday Nuts/Candy products. Look for the flyer coming in the mail in mid-October.



Stop by and see our Hospitality Rooms...

Donations for Hospitality Rooms make a difference. We are excited to receive so many wonderful donations over the past 7 years (Total \$16,000). It's time to spend some money and improve our program!!

We recently put in a new entrance door and automatic door opener to make it handicap accessible (cost \$5,072.64) and purchased a washer and dryer for guest use (cost \$1,110). There are plans to replace all mattresses and buy a shower chair (approximate cost \$6,000). Many toiletry items and food items have been donated. All these updates and improvements will provide a more comfortable stay during a difficult time. Some donations are big and some are small. Every gift is appreciated and a heartfelt thank you to all who have donated and support our program.



CRAFT SHOW AT THE SUPERIOR DOME

On December 4, 5 and 6, 2009 the Marquette General Hospital Volunteers will have a booth at the TV6 Holiday Craft Show at the Dome. We will be selling "Lights of Love", "U.P. Life in Photos" 2010 Calendars (photos from MGH employees) and an assortment of nuts and candy. We will also have holiday themed baskets to raffle each day. This is an important fundraising event that allows the Volunteers to continue supporting our projects at MGH.

The hours of the Craft Show are:

Friday 5-9

Saturday 10-6

Sunday 11-4

We need volunteers to work at our booth. If you are able to work any 2 hour shift (or longer) please e-mail Phyl Aurich, paurich@ironbay.net or phone (906) 343-6635. If no answer, please leave your name and phone number and your call will be returned.

Please consider volunteering for this event - this is a good opportunity to meet old friends and show people the good things the Volunteers do for MGH. Your help is greatly appreciated.

OUR NEW FUNDRAISER!!

U.P. Life in Photos 2010 Calendar

Beginning October 1st you can purchase "U.P. Life in Photos" 2010 Calendars in the Gift Shop or the Volunteer Office. The cost is \$8.00 and all proceeds benefit the projects, programs and services supported by MGH Volunteers. The photography is by our own Marquette General Health System employees and showcases some great scenery and life. Get yours today! They make great holiday gifts and U.P. souvenirs!!



Marquette General Hospital Volunteers' Own "ANTIQUÉ ROAD SHOW"

with Shirley Baumann, Certified Appraiser

Saturday October 17, 2009

MGH Conference Center / East Entrance Building

Have you ever wondered what that diamond ring you inherited from your grandmother is really worth? Or how about that cane chair you picked up at a garage sale? You can find out on Saturday, October 17. The MGH Volunteers will be hosting a fun-filled and exciting Antique Road Show!!

Certified Appraiser, Shirley Baumann, will be here to appraise your treasures from the attic and garage, including furniture, art and collectibles. Kym Pograd, Certified Gemologist, will be on hand to provide appraisals of jewelry. All appraisals are verbal.

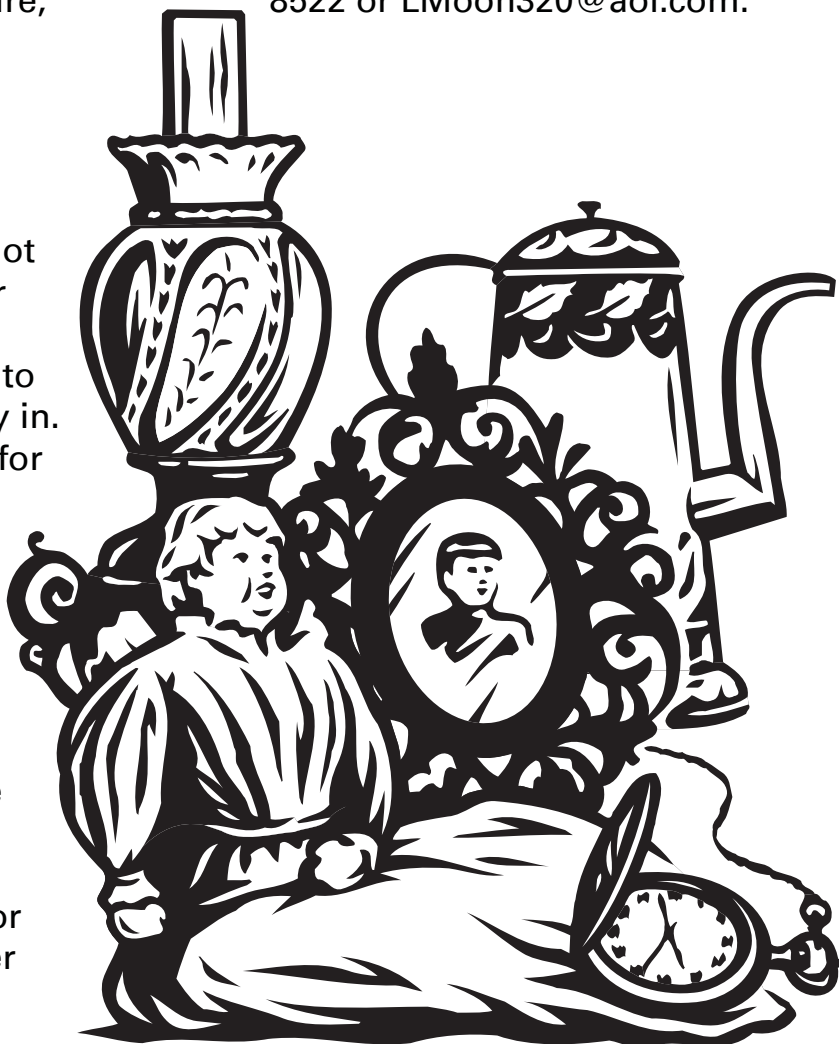
Sign up now and reserve your time slot for your appraisal. The cost is \$15 for one item to be appraised, \$30 for two items or three items for \$40. Limited to 3 items that are small enough to carry in. MGH and MGHV are not responsible for your items.

Our Antique Road Show will be held in the Conference Center at MGH (3rd floor of the East Entrance Building) from 9 am - 5 pm. Check in is in the lobby. Call Gail at 249-9266 to reserve your time or for more information.

Ms. Baumann will also be available for in-home appraisals on Friday, October 16, for an hourly fee. This would be

suitable for larger items, more numerous items or to obtain a written appraisal for insurance purposes. Call Gail at 249-9266 to schedule an appointment at your home on October 16. There is limited availability for in-home appraisals.

We also need volunteers to help at the Antique Road Show. If you are interested in being part of this informative fundraising event, call Lynn Moon at 228-8522 or LMoon320@aol.com.



Congratulations to our New MGHV Board of Directors



(From left to right) Carolyn Severson (immediate past Chief Volunteer Officer); Rosa Diddams (Co-Treasurer); Jill Louma (Co-Treasurer); Gail Olson (Communications Chair); , Phyl Aurich (Vice-Chief Volunteer Officer); and Lynn Moon (Chief Volunteer Officer).

Lights of Love

As the holidays approach and you begin to think of thoughtful gifts for family and friends, consider “buying” a light on the MGH Christmas tree to honor a special friend or coworker, remember a loved one or celebrate a special birth.

Each light is \$5 and we will send an announcement to the honoree so they know there is a light with their name. All honorees will also be listed in our book on display in the lobby.

This is a great way to support the hospital projects done by the MGH Volunteers and let someone know they are special. Lights of Love can be purchased in the Gift Shop or the Volunteer Office. Tell your friends and family.

Our wonderful tree lighting ceremony will be held Tuesday, December 8 at 7 pm. Plan to join us for holiday carols, cookies, and cocoa at an enlightening event!



MAHA 60th ANNUAL MEETING AND EDUCATIONAL INSTITUTE

A group of MGHV members traveled to Mackinac Island June 9 - 11 to attend the 60th annual MAHA Annual Meeting at the historic Grand Hotel. Our own Cathy Crimmins was installed as MAHA President-Elect, Carolyn McDonald was elected Bylaws/Resource Chair and Carolyn Severson will serve as Vendor Coordinator.

The Conference provided helpful and inspiring training on recruiting volunteers and having a well-run volunteer organization. There were also some educational seminars covering new treatment for cataracts, volunteering for your health and colonoscopies (by our Dr. James Surrell). In addition, David Finkbeiner provided a very timely overview of pending legislative issues and some information on health care reform proposals. Everyone left the island with enthusiasm and a renewed commitment to our Volunteer organization at MGH.



Pictured L to R: Cathy Crimmins (MAHA President-Elect); Karen Kimar-Johnson (Immediate past President of MAHA UP District); Carolyn Severson (MAHA Vendor Coordinator); Carolyn McDonald (MAHA Bylaws/Resource Chair); Emily Lewis (MGHV Fundraising Chair); Lynn Moon (MGHV Chief Volunteer Officer); and standing Chris Ainslie (MAHA UP District President, Grand View Hospital).

MAHA FALL CONFERENCE

Our state organization, Michigan Association of Healthcare Advocates (MAHA), will be holding its Fall Conference October 20 - 22, 2009 at Soaring Eagle Resort in Mt. Pleasant, Michigan. All volunteers are invited and encouraged to attend. This year's event theme is "Hats Off To Volunteers!" and features some wonderful and educational seminars on dealing with change, communication skills, computer tips, how to run successful meetings, gift shop strategies and two inspirational speakers addressing the use of humor. In addition, there is a large vendor display with many fundraising and gift shop ideas and LOTS OF FREEBIES!

Registration cost is \$165 for the entire conference (includes dinner Tuesday, all meals Wednesday and breakfast on Thursday) or \$100 for one day. This is a great opportunity to get motivated, meet people, learn something new and have fun! For more information, contact Karol Pokley in the Volunteer Office, 225-3280.

TRAY FAVOR COORDINATOR VOLUNTEER NEEDED



Volunteer needed to be the Tray Favor Coordinator.... They meet the 2nd Monday of each month near the cafeteria to make the very creative tray favors.... If you are feeling crafty you might want to give it a try!

Grounds Abound Coffee shop News



The Coffee Shop is now open 6 days a week! We extended our hours of business into the evenings until 7pm since last October and it has been well received. We have recently extended our hours into the weekend with having it open on Saturdays from 8:30 am - 12:30 pm. This has also been very appreciated by weekend staff & patient visitors.

Our salads, sandwiches and great foods for sale come from the Huron Earth Deli. They deliver fresh food daily and most of their products are made from organic ingredients. Stop by and try it.

We have seven employees at the Coffee Shop and we are actively recruiting volunteers. If you know of anyone that has interest in volunteering at the Coffee Shop, please have them get in touch with Karol at the Volunteer office.

CALENDAR of Events

OCTOBER

17th – Antique Road Show in MGH Conference Center

20th-22nd – MAHA State Meeting - Mt. Pleasant

22nd-23rd – Book Fair in Neldberg Lobby

NOVEMBER

5th – Nut sale orders due

16th – Candle Sale (near Cafeteria)

DECEMBER

3rd – Nuts are delivered in Neldberg Lobby

4th, 5th & 6th – TV6 Craft Show at Dome

8th – “Lights of Love” tree lighting ceremony at 7 PM

FEBRUARY

6th – Diamond and Denim Dance at Holiday Inn