

Communiqué

A newsletter for Aspirus Volunteers



Fall 2017

From the President

by Paul Dobbratz, President



As I'm writing this letter, the days are getting shorter and back to school sales are in full force. Where did the summer go?

On June 29th, we had another successful cookie sale. Thanks to all the volunteers who helped! On August 7th, the Volunteers again this year had a golf team participate in the Aspirus Women's Golf Classic. The team included Ann Wicklund, Judy Ward, Cindy Hermel, and Gloria Setterman, with me joining in as the caddie. We had a great time and the event raised over \$94,000 to help children and adult victims of sexual assault and abuse by supporting a nurse examiner program.

In early October, board members and Volunteers staff will be going to the Partners of Wisconsin Hospital Association conference in Green Bay.

In June, our board had a presentation on the new Aspirus Mission, Vision, and Values. These statements were recently revised and now every Aspirus entity shares the same mission, vision, and values. I would like to take this opportunity to share these with you.

Aspirus Mission

We heal people, promote health and strengthen communities.

A mission is a clear statement of what we do, and why we exist.

Aspirus Vision

Aspirus is a catalyst for creating healthy, thriving communities, trusted and engaged above all others.

A vision is the long-term goal we're trying to accomplish together. It's a lofty, aspirational statement that helps us set our collective sights on something great.

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Mission

The Aspirus Volunteers is an inclusive organization through which people individually, or as a group, volunteer time, talent, and resources to improve the spiritual and physical health and well-being of the residents of north and central Wisconsin, fostering the mission of Aspirus and its subsidiaries.



From the President

Aspirus Values

- **Compassion:** We demonstrate caring in all we do, and cherish the honor of improving lives.
- **Accountability:** We commit to our work, recognize our power to make a difference, and embrace the responsibility to advocate for each person we serve.
- **Collaboration:** As a team we improve our patients' lives; through partnerships we improve the health of our communities.
- **Foresight:** We plan and act today to impact the future, and sustain and grow vital resources for those who need us.
- **Joy:** We work with happiness and enthusiasm: we celebrate successes and build a positive environment.

Values are clear expectations for how we work together to create an excellent experience for our customers.

These values are also very applicable to your work as volunteers. For me, the values of compassion and joy really hit home. And, remember my challenge to you for 2017 – tell at least one person why you volunteer and why you volunteer at Aspirus.

I'd like to close with a quote – I was doing some reading and ran across this:

“Service to others is the rent you pay for your room here on Earth.” – Muhammad Ali

Paul

2017 Aspirus Women's Golf Classic



The Aspirus Women's Golf Classic was held on Monday, August 7th at the Wausau Country Club and was a success by all measures. Over 250 golfers, caddies, and volunteers partnered with Aspirus and many business and community members for a great cause and fun day. \$94,000 was raised to help children and adult victims of sexual assault and abuse by supporting the nurse examiner program at Aspirus Wausau Hospital.

Pictured are members of the Aspirus Volunteers team; Judy Ward, Paul Dobbratz – Caddy, Cindy Hermel, Gloria Setterman, and Ann Wicklund. This year's theme was Red, White, and Blue – Volunteers are the Heart of America. Paul won first prize as the best dressed caddy for the morning round.

Veteran to Veteran – Presentation of Military Service Certificate

Aspirus Comfort Care and Hospice Services has partnered with the Veterans Administration and the National Hospice and Palliative Care organization as a four star We Honor Veterans member. We strive to provide culturally competent



best practice for serving veterans at the end of life. One component of our innovative model of care is veteran volunteers. We connect veteran volunteers with veteran patients and their families. Our veteran volunteer, Dan Malm, presented a patient with his military certificate and pinned him in acknowledgement of his service to our country. Initially the patient declined this recognition, but as the team established a trusting relationship with the patient and his family, he was agreeable to be acknowledged in this manner. The presentation was a moment of pride for the veteran and his family, as well as for the hospice team. This particular veteran now places his flag pin on whatever he is wearing for the day which is a tangible sign of how meaningful this acknowledgement can be.

STAR

The Aspirus Volunteers sponsor the Student Talent Art Review (STAR) program for area high school student art. Each fall, high school art teachers and students are invited to submit artwork.

The Aspirus Aesthetics Committee judges the artwork in early May. Selected items are framed and on display in the hospital for one year with a plaque containing the artist's name and high school. The top three winners receive a cash prize. In Spring of 2017, 14 pieces of artwork were selected from 6 schools. Congratulations to all!



Rainbows End

Two Rainbow's End Day Camps for children with special needs were held July 17-21 and July 24-28, hosting 36 campers the first week and 34 the second week. Campers enjoyed swimming, gaga ball, horseback riding, arts & crafts, and other activities. The week ended with a party and visit from Woody from the Wisconsin Woodchucks Baseball Club.



Important Reminders!

November 30, 2017 – Volunteers must receive their flu vaccination or submit their declination form by this date. Please contact the Volunteer Office with any questions or concerns.

Volunteer Spotlight - *Steve Hessel*



Steve Hessel has been recognized by Volunteer Wisconsin for their Volunteer Rock Star program. In two years, Steve has volunteered over 350 hours at Aspirus Comfort Care & Hospice Services, supporting patients and families in both the hospice program and in the bereavement program. Way to go Steve!

Throughout the week Steve visits patients in the Stevens Point and Wisconsin Rapids areas either in their own homes or at facilities in the area. While he is there he provides emotional support which can take many forms including being with someone to chat, playing cards or bingo, or going on a stroll.

“Providing emotional support is not always easy, but Steve is never afraid to jump right in and start meeting the needs of our patients,”

said Samantha Stroik, Hospice Coordinator at Aspirus Comfort Care & Hospice Services. “Patients and families have shared with our team that Steve is an angel. He has such a beautiful heart and he really takes the time to get to know the patients.”

Steve also assists with our Bereavement program where he provides support to family members in the first year after a patient’s death by making regular phone calls or providing mail contact. “Steve is a great listener and enjoys being that friend that family members can talk with,” added Samantha. “Thank you Steve for touching the lives of so many of our Hospice patients and their families.”

Construction Update

Plaza Drive (the street) will be under construction for several weeks and will impact parking lot entrances to Aspirus Wausau Hospital and Aspirus Clinics. Plaza Drive is the street that provides access to Aspirus Clinics, Hospital Entrance C, NICU, Cardiac Rehab, Birthing Center, Medical College of Wisconsin-Central Wisconsin Campus and employee parking lots 2 and 3. The City of Wausau is replacing the water main, curb, gutters, re-grading and paving, repairing or replacing all damaged storm water catch basins and installing a new sidewalk from 28th Avenue to the west side of the hospital Entrance C street entrance.

There will be no access to Plaza Drive from 28th Avenue starting September 5 to October 20. Please enter Plaza Drive via Pine Ridge Blvd. The first driveway on Plaza Drive from Pine Ridge Blvd. will be open. We apologize for any inconvenience this may cause.

Construction crews continue prepping a large area on the southwest portion of the Aspirus Wausau Hospital campus as part of the expansion project for the Aspirus Regional Cancer Center. Reconstruction of the retention ponds is now complete and the building site is prepared for foundation work. Overall project completion is scheduled for winter of 2019. We appreciate your patience while this important work is completed.

Signage inside Aspirus Wausau Hospital is scheduled to be updated this fall. The new wayfinding system will coordinate with the exterior signage and will be installed in October. Watch for important information about how you can support this effort.

Direct from Yo!



Moving Forward and Change

This year Aspirus has introduced a new “mission statement”.

Aspirus mission: We heal people, promote health and strengthen communities.

These are some ways that we accomplish our mission:

Heal People - We work together to provide the best care and experience to those who choose us.

Promote Health - By emphasizing wellness and prevention we help people lead healthier, fuller lives.

Strengthen Communities - As role models and collaborative partners, Aspirus employees, volunteers and entities drive meaningful community improvements.

As I think about how much health care has changed in recent years, I can see why these three elements are more important than ever. All of you as Aspirus volunteers help us accomplish our mission.

As we think about constant change remember this quote -

“No matter where you want to go, one step at a time is the only way to get there.”

As Aspirus Volunteers, you have already taken the first step to give of your time and talents at Aspirus. In doing so, you inspire others!

THANK YOU to all of you for sharing so much of yourselves, and for giving back to others at Aspirus and in so many areas of your lives.

A stylized, handwritten signature of the word "Yo" in a cursive font.

Volunteer Opportunities/Help Wanted

Aspirus Food Service is looking for volunteers to help keep the infused water dispensers filled over the lunch hour. Other tasks include restocking the silverware, condiments, napkins, and assisting visitors in the Avenue C Market (vending area). Help is needed Monday through Friday from 11:00 a.m. – 1:00 p.m.

Aspirus Human Resources is looking for someone to help with new employee orientation training. A volunteer is needed every other Tuesday afternoon to help new employees complete their policy and safety modules on the computer.

Are you a coffee enthusiast? The Aspirus Coffee Shop is looking for volunteers to work the cash register and stock the coolers. Interested volunteers may also learn to make the specialty coffee drinks. Various shifts are available Monday through Friday.

Help brighten a patient's day. Comfort Cart volunteers provide items such as playing cards, magazines, puzzle books and stress balls at the patient's bedside to enhance their hospital stay. Walking and good interpersonal skills are required. Hours are flexible.

Newsletter honors Aspirus Volunteer

The Association for Healthcare Volunteer Resource Professionals (AHVRP) newsletter recently featured Aspirus volunteer, Jan Molaska, in their “Member Spotlight” section. Jan shared how volunteering has impacted her life and why she got into healthcare volunteering. She writes:

As a parent, grandparent and teacher, I read “The Lorax”, by Dr. Seuss, more times than I can count. One phrase has always remained with me, “Unless someone like you cares a whole awful lot, nothing is going to get better – it’s not”. This phrase has helped me to realize that volunteering is one way to make a difference in my community, in the lives of others and in my own life. I feel it is part of being a human being and we are on this earth to help one another. Volunteering continuously teaches me new things about people, compassion, cooperation, and about myself. Volunteering provides physical and mental rewards. Research has shown

that volunteering helps counteract the effect of stress, anger and anxiety because when we focus on someone other than ourselves our mood improves and we feel more optimistic. We realize that we are all in this together and we need to support each other.

While I was volunteering in the ICU waiting room, an elderly gentleman who was waiting for his wife of 52 years to come out of heart surgery asked me why I would work and not get paid for it. We spoke for a while and I told him I did get paid. My payment was not money but something even more rewarding. My “pay” was in the form of smiles, hugs and just listening as people share their stories. Sometime later, this gentleman came back up to my desk and said the doctor told him that his wife did very well and should make a complete recovery. With tears in his eyes, he gave me a hug and said thanks for visiting with him because it made the time go faster. With a smile, I told him I had just gotten paid with his smile and hug. He thanked me and walked off to be with his wife. At that moment, I felt totally blessed to have been there and to witness the love these two individuals continued to share after so many years.

Jan is the President-elect for the state Partners of Wisconsin Hospital group and also a former Aspirus Volunteer board president.



Generosity in Action

The Aspirus Volunteers recently purchased a phone/device charging station for the Aspirus Heart & Vascular waiting room. This floor stand charging station features eight customizable cables, LED lighting, and works with all Apple, Android, and other popular devices.

This was a \$1,000 request for funding which was approved by the Research and Development Committee and then by the Volunteers Board of Directors.

The staff at the Heart and Vascular area said it is well used and they are thankful to have it.

Thanks to our dedicated volunteers who work to fundraise in support of efforts like this and others that support our patients.



Volunteers in Action - Volunteer Hours

DON'T FORGET – Please turn in your hours every month to keep your records up to date. **Thanks for all you do!**

We recognize and thank these volunteers for reaching these service achievements!

100 Hours

Mary Grund
Suzanne Martin
Carolyn Muir
Kathleen Vesely
Esther White

200 Hours

Kay Bychinski
Wendy Fox
Judy Gorski
David Martin
Dawn Merriam
Ken Molaska
Abby Talg
Beverly Ziegel

300 Hours

Roger J. Aho
Jane E. Blick

Gale Gilge

Ann Goetsch
Anna Koepke

400 Hours

Mary Ann Bieno
Edward Humpal
Lois Jarosz
Jill Schlueter
Alexyss Schulz
Joan Wahlquist

500 Hours

Benita Flora
Sheree Schaefer
Jeffrey Tiffany

600 Hours

Sue Gantner
Janice Gresens
Gene Nelson

700 Hours

Marlin Block
Susan Henning
Fred Niemeyer
Karen Resch
Donna Rule
Lynnae Schulz

800 Hours

Sherry Burnett
Jean Dehn
Ron Zahrt

900 Hours

Karen Schubert

1000 Hours

Rushnee Chantree-
Landowski
Jack Igers

Ramona

Murkowski
Jane Stotmeister

1,500 Hours

Jeanette Brandt
Gloria Kostak

2,000 Hours

Ann Brandt
Evelyn Sommi

3,000 Hours

Sharon Fish
Jan Molaska

4,000 Hours

Joan Ninnemann

4,500 Hours

Lucille Richter

7,500 Hours

Joan Campbell

7,500 Hours

Patricia Rogalla

8,000 Hours

Dolly Feira

8,500 Hours

Bette Baumann

11,500 Hours

Joan Mais

18,500 Hours

Eve Baumann

29,000 Hours

Judith Trantow-
Millar

Volunteers

50 Hours

Brooklyn Carter
Jenna Goethel
Noah Harter

100 Hours

Garrett Anklan
Alex Howard
Morgan Schaefer
Ann Seliger
Grace Stanke

Annual Requirements Training

Volunteer Annual Requirements Training will be held on October 2nd and 10th. Speakers will present information on Infection Control, Confidentiality/HIPPA, Safety, Service Excellence, Standards of Conduct, and Active Shooter training. Information on Opioid Abuse will also be shared. Volunteers will have the opportunity to receive their annual TB skin test (if necessary). Flu shots will also be available. This is a great chance to network with your peers.

If you are unable to attend one of the onsite training sessions, the Annual Requirements quiz is also available in booklet form or online at Aspirus.org/volunteertraining.

The deadline for Annual Requirements is October 15th. Failure to complete the Annual Requirements may result in your inactivation from the volunteer program until the requirements are completed.

Cookie Sale

The Aspirus Volunteers cookie sale held on June 29th was a great success earning \$1,300 in profit. Visitors and staff enjoyed the cookies they purchased. Comments received by the Volunteers office included “Outstanding!” and “Snickerdoodles Rock!” Funds earned by selling cookies help support the Rainbow’s End Camp, Student Talent Art Review, Medical Explorers and other needs approved by the Research and Development Committee.





ASPIRUS™

Passion for excellence. Compassion for people.

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Yolanda Voigt
Director, Volunteer Services

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Coordinator, Volunteer Services

Graphic Design & Print Shop

25% OFF

Aspirus Wausau Hospital Volunteers Only

one regularly priced item



*Exclusions include: Cards, candy, balloons, flowers, doTerra,
stamps and sale merchandise. Expires 10/31/17.*

Calendar of Events

- October 2:** *Volunteers Annual Requirements Training*
- October 10:** *Volunteers Annual Requirements Training*
- October 15:** *Deadline to complete annual requirements*
- November 11:** *Veterans Day*
- November 22- 26:** *Festival of Trees, Stoney Creek Hotel & Conference Center, Rothschild*
- November 23 & 24:** *Thanksgiving – No volunteers scheduled*
- November 30:** *Deadline to receive flu shot or complete declination documentation*
- December 5:** *Volunteer Board meeting*
- December 6 & 7:** *Linens Sale*
- December 13:** *Volunteer Holiday Celebration*

