Ascension Health Mission
Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable. Our Catholic health ministry is dedicated to spiritually centered, holistic care which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and our words.

Genesys Volunteers Mission
Supporting the Ascension Genesys mission with compassionate service, wisdom and dedication.

The Reach of Ascension Genesys Volunteers: FY19 in Review

Volunteer Commitment of Service
378 Volunteers
38,512 Service Hours
19 FTE Equivalents
$979,360 Corresponding Value*

Financial Summary
Revenues Generated: $672,694
Expenses: $545,284
Income from Operations: $127,409
Donation to GRMC: $145,000

Atrium
5,693 Visitor escorts and deliveries

Courtesy Vehicle
29,608 Visitors transported

Pet Therapy
42 dog/handler teams
26,851 Annual interactions

Sewing
3,912 Comfort items created for patients

Spiritual Care
11,456 Patient Visitor visits to patients
3,379 Patient Visitor visits to family
16,208 Eucharistic Minister visits
6,555 Holy Eucharists distributed

* Figure is based on the value of volunteer time from the Independent Sector data released by the Bureau of Labor Statistics

Projects Supported by Volunteer Funds

Lounge Refurbish – Outpatient Diagnostics 21,525
ICU Ultrasound Machines (2) 105,000
Urine Chemistry Analyzer 39,800
OR Neoprobe 11,250
Courtesy Shuttle Vehicles (2) 47,700
Total FY19 Spend $225,275
Ascension Genesys Volunteer Alliance

The Volunteer Alliance provides leadership and governance to the Ascension Genesys Volunteers organization. They support volunteer fundraising and works with hospital leaders to determine where best the volunteers can contribute.

FY19 Volunteer Alliance Members:
President – Joy Finkenbiner, VP Operations, Ascension Genesys
Secretary – Karen Stiffler, VP Foundations, Ascension Mid-Michigan
Treasurer – Karen VanCura, Director, Volunteer Services, Ascension Genesys
Communications – Margaret Brainard
Fundraising – Ed McLean
Membership – Jean Gloudemans
Patient Experience Champions - Moni Kline, Eric Nagel, Dilip Tendulkar and Norma Jean Wolf
Acorn Gift Shop Manager – Karen Badgley
EverGreen Greenhouse Manager – Kurt Batschke

Fiscal 2019 deliverables from the alliance include four quarterly volunteer newsletters, 134 communications to individual volunteers to welcome, thank or acknowledge life events, ten fundraising sales, and allocation of just over $225,000 of previously donated funds to patient-related projects and equipment.

Respectfully submitted by Karen VanCura

Continue reading to learn more about the different services that volunteers provide, written by volunteer service chairpersons and staff leaders.

Dennis Wagner, Atrium volunteer, and Frances Feher, EverGreen volunteer, pose in the atrium

Sue McLean and Marsha Schweikert from Acorn Gift Shop pose in front of a fall display
VISITING VOLUNTEER/ACTIVITY CART

The patient activity cart in 2S Telemetry is in its fourth year, and we also have carts now being used in 2S Acute and in 3S. Other volunteers working in these areas are Margaret B., Donna N., Hala E. and Shirley R.

In 2S Telemetry our cart is provided with quiet kits (crossword/word find books, pen, sleep mask and ear plugs), memo pads and extra pens/pencils and colored pencils and crayons, all of which are part of the unit budget. There are also boom boxes available for patient use and a few other items that can be sanitized and reused. We routinely use the unit’s copy machine for single copies of coloring pages, sudokus, word fill-ins. Our cart is stored in the stock room where we now have our own large cabinet where all our supplies are kept. We also keep some of our books and magazines in the family conference room and in a cabinet in the volunteer office. We continue to receive prayer shawls from Snippers & Stitchers volunteers and from the Spiritual Care office which also supplies us with copies of Our Daily Bread. We are still passing out decks of playing cards that were donated in 2018 by Soaring Eagle Casino.

We continue to receive donations for the carts from several directions—staff at Ascension Genesys, bookstore and libraries, our own cart volunteers, church and community friends and even a few families and friends of the patients themselves.

During the past year I shadowed/trained prospective volunteers 5 or 6 times in the 2S Telemetry unit and chaired an annual meeting for our cart volunteers which was held on April 29, 2019. It was a productive time of getting better acquainted and sharing ideas. We testified that by being able to offer useful items from the cart we also have the opportunity to open the door for a friendly conversation and/or a listening ear. I also attended the MAHA East Central District Spring 2019 Conference in Saginaw on May 22, 2019 which featured ideas for volunteer offerings being used in various hospitals, the importance of empathy and other attributes of volunteers, such as passion, reliability, integrity, team player and energy. It was an interesting presentation, and I am grateful to have been afforded the opportunity and invitation to attend.

We continue to be on the receiving end of frequent words of appreciation/thank-you’s from those patients we meet, as well as some of their families/friends and the unit staff who serve them.

Respectfully submitted by Janet Shiel
ACORN GIFT & FLORAL SHOP

The Acorn Gift and Floral Shop provides a unique atmosphere for employees, visitors and patients to shop, relax or pass the time while they are at Ascension Genesys. The top selling categories are gifts, clothing, accessories and jewelry. This past year annual net sales volume was $530,000. Besides the fashion and staple merchandise offered for sale in the shop, special events were held in the atrium including Grateful Hearts Sterling Silver, Melissa and Doug Toys, Bauble and Bags handbags and Jewelry/Accessories Sample Sale.

The display towers throughout the hospital, which feature new trending merchandise, have been very successful in attracting customers that may not have shopped in the Acorn previously. There are currently seven towers located near elevators and high traffic areas.

I am very grateful for the group of Gift Shop volunteers and staff who dedicate their time and talent to enthusiastically provide an enjoyable experience to the hundreds of customers that walk through our door!

*Respectfully submitted by Karen Badgley*

Polly Bassett, left, is a dedicated gift shop volunteer. Below, the gift shop windows are dressed out for end of summer shopping.
ATRIUM GREETERS

The importance of the atrium volunteer role is to make an exceptional first impression. They greet patients and visitors and assist those who would like to be escorted to their destination within the hospital. They also help round up wheelchairs from across the hospital to ensure that there are chairs available at the front entrance, and they escort guests who cannot manage the wheelchair themselves. The Atrium volunteers also assist the Information Desk and Volunteer office with errands including flower deliveries and patient mail. These volunteers are highly visible and do a great job of helping to make Ascension Genesys a warm and friendly place.

We currently have 18 Atrium volunteers on our roster who serve on shifts Monday through Friday, 8:00 a.m. – Noon and Noon - 4:00 p.m. The volunteers escorted a total of over 5,600 guests this year. These statistics represent a great amount of work, but even more important is the warm welcome and assistance these volunteers provided to all guests arriving through the main entrance of the hospital.

Respectfully submitted by the Volunteer Office

CENTRAL REGISTRATION

Volunteers in Central Registration assist staff by preparing packets for pre-registered patients and applying special labels to patient’s registration forms. The Central Registration staff always appreciate how helpful their volunteers are. Volunteers cover Monday through Friday with shifts of 9:00 a.m. – 1:00 p.m. and 1:00 p.m. – 4:00 p.m. We currently have eight dedicated volunteers working ‘behind the scenes’ in Central Registration, racking up over 1,300 hours in FY19. The work they do is greatly appreciated by the staff.

Respectfully submitted by the Volunteer Office

Chad Drake and Christopher Lemke enjoy the volunteer appreciation luncheon
CLERICAL

The volunteer organization has 40 volunteers who serve in clerical/office roles across the hospital, assisting staff with various projects and tasks. Supporting Genesys from ‘behind the scenes’, these volunteers perform tasks from data input, creating spreadsheets and other computer-related tasks to filing, phone calls, organizing and reception work. These talented, ‘jack of all trades’ volunteers provided over 4,500 hours of assistance this year, helping to alleviate the workload and stress of staff. They all offer unique skills and talents that the staff are thrilled to benefit from.

Respectfully submitted by the Volunteer Office

COFFEE SERVICE

Coffee service in various waiting rooms has been reinstated with the purpose of improving Ascension Genesys hospitality. This was initiated and implemented by Karen VanCura, Ascension Genesys Administration, along with Touchpoint Management.

Volunteers were trained for the coffee service job in December 2018 anticipating permanent coffee service placement early in 2019. Initially eight waiting rooms were opened with an additional three added in May 2019.

On a daily basis, a volunteer visits each waiting room and takes inventory of coffee and supplies; prepares supply orders to fulfill shortages; submits the supply requests to the cafeteria staff; receives the supplies and replenishes the waiting rooms. In addition, the waiting areas are to be tidied up for hospital guests.

The Coffee Service Group held their first annual meeting in April 2019. It was a great opportunity for all members to meet the entire newly organized coffee service staff. Topics of discussion included common issues and the best path for resolution of those mutual issues.

I am confident that this coffee service program will continue to evolve and improve patient/family experiences in the Ascension Genesys Hospital.

Respectfully submitted by Ed McLean
COURTESY VEHICLES

The courtesy vehicle drivers are often the first Ascension Genesys person that visitors see when they come to the hospital and the last person visitors see before they leave the hospital.

The courtesy vehicles generally run Monday through Friday from 8:00 a.m. to 5:00 p.m. There are currently 22 drivers on the roster. This year, 29,608 passengers accepted a ride in the courtesy vehicles, providing drivers with an opportunity to make a positive first and lasting impression with a significant number of people.

In April, the two six-year old vans were traded in for two 2019 GMC Acadia’s (SUV). Passengers and drivers alike seem to enjoy the new vehicles, handsomely wrapped with a teal Ascension decal. We thank our drivers for their dedication and their welcoming and compassionate attitudes.

Respectfully submitted by the Volunteer Office

EUCARISTIC MINISTERS

As a Catholic health care facility, the Spiritual Care Department provides chaplains and volunteers to bring the Holy Eucharist to Catholic patients and their Catholic visitors. This service is provided seven days a week by volunteers who have been duly commissioned by their parish pastors as Extraordinary Ministers of the Eucharist. The Eucharistic Ministers also assist in obtaining patient names and room numbers of those who wish to receive the Sacrament of the Sick and/or Confession.

We began the year with 48 volunteers. Five people left the ministry for health or personal reasons, and five new people have been added to our group. We, like all service areas, have members who are not available for either summer or winter months. We are currently functioning with 48 volunteers. This is 5 more than last year. During this reporting period, Eucharistic Ministers visited 16,208 patients and distributed the Holy Eucharist to 6,555 patients and visitors.

In addition to the 1,350 hours spent visiting patients (this equals out to 12 patients an hour), 60 hours were spent scheduling and mailing, and 24 hours were spent on statistical analysis. Also, 12 hours were donated by Chris McVannel to wash and clean the linens on the altar in the Chapel. Twenty-six hours were donated by
Deacon Rich Stoolmaker to clean the vessels in the Chapel. The total volunteer hours were 1,472.

While our numbers are impressive, we still have room for improvement. During this reporting period, we had 23 days where there wasn’t any coverage. We currently do not have any Catholic Chaplains to help us out, so this is not an option. Sometimes, one volunteer covered the entire hospital. You know who you are, and we truly thank you for this. We need to improve on this, because for some patients, this may have been their last time to receive.

This has been a challenging year for Ascension/Genesys Eucharistic Ministers due to our Catholic Chaplain Carol Wikaryasz’s retirement in September. Chaplain Kendra Ettema and Fr. Tom Nennau have stepped up to help in the interim, until we have another Catholic Chaplain on staff, especially with interviews. Our own Jim Spaniola has also increased his duties by scheduling those wanting to be a hospital EM to do shadowing with two or more existing EMs.

This is a great ministry. Many of our volunteers have said that they are blessed to bring the Holy Eucharist to our patients. The stories are many. We are proud to say that we are a part of it.

Respectfully submitted by Patricia Lueck and James Spaniola

EVERGREEN

We are so happy to be finishing FY19 and looking ahead to all the opportunities for 2019-2020.

We were able to produce 3 rotations of flowering baskets, mixed pots and many additional plantings of other assorted blooming plants. The EG teams were filling pots and baskets, planting and spacing nearly all winter. This is my fourth spring here at Ascension Genesys and I believe we were able to utilize the space available as efficiently as possible. We added automated ventilation in house #3 which allowed us to use that house for a longer portion of the winter and allowed for proper temperature control on the weekend days when the greenhouse was not manned. We also expanded our perennial production using outdoor space. We grew nearly 3,200 pots, up from 2,800 in 2018. We also modified the price to $6.99, up from $5.99 in 2018. Sales have been booming. We will sell out of this crop.
The gardens have been a challenge as the spring weather was terrible, and the greatest demand for time competes with the needs in the greenhouse. The WIA Women’s farm continues although the grant funding concept as an “incubator farm” is being modified to attract additional funding.

We have limited interest in capital projects for FY20. There are two: Pour cement outside the area leading from house #1 to houses #2 and #3. This will facilitate cart travel into these houses. We are also exploring the addition of a potting and storage building attached to the front of house #1. Once again, we have requested any amount of fill dirt possible to level and expand our outdoor growing area. This would allow for an increase in spring production of perennials, but also enable expanded production of fall mums. We hope this fill dirt can be provided at no charge from the construction projects which are set to occur on the west end of the campus.

We went on the road in late May with three remote sales to our sister ministries at Ascension Providence Hospital in Rochester and to our Corporate Services Building in Warren. Both locations were very successful as we were warmly welcomed and the associates and hospital visitors appreciated the quality and value the EG volunteer team produced. We will continue this with fall and Christmas road shows to both APR and the CSB locations.

My heartfelt appreciation goes to our 12 dedicated greenhouse volunteers and the nearly 40 volunteers who help keep the Atrium cart staffed daily. We could not do what we do without you.

We are looking forward to planning our production for the 2020 season, and the fall and Christmas decorating seasons.

Respectfully submitted by Kurt Batschke
FAMILY FOCUS

As a Family Focus Volunteer, the goal is to comfort the patients and family members in the Emergency Room lobby and patient cubicles. Volunteers round on family members, providing conversation, fulfilling comfort needs and offering a small diversion from their current worries. They also distribute beanie babies, assembled by the Snippers and Stitchers volunteers, to children who are patients or are with their family in the ER.

In FY19, there were 24 Family Focus volunteers on the roster who spent a collective 2,300 hours providing respite to family members. Our Family Focus volunteers report that their time spent in the Emergency Room comforting the patients and family members is very rewarding.

Respectfully submitted by the Volunteer Office

LAB TRANSPORT

Lab Transport volunteers assist the Outreach Specimen Collection staff members by greeting and escorting patients from the patient waiting area in the lobby to the specimen collection facility and/or the Special Operations facility. The volunteers assist the phlebotomists by handling routine non-medical related activities, allowing the phlebotomists to focus their attention on the patients requiring the services provided by the phlebotomists. The volunteers provide additional assistance to the phlebotomist staff by delivering “specimen” tubes and vials requiring immediate testing to the main lab and/or microbiology lab and/or the serology lab. Volunteers provide additional assistance as requested by the lab staff members.

Additionally, as time permits, Lab Transport volunteers will escort Positron Emission Tomography patients to the PET facility for scheduled PET scans.

The Lab Transport volunteer’s typical work schedule is 8:00 a.m. to 12 noon, and 12 noon to 4:00 p.m.; Monday through Friday (excluding holidays). During the busiest times, the volunteers are frequently walking between assigned work areas, either escorting patients, or delivering specimens; and will spend most of their scheduled volunteer time on their feet.

Respectfully submitted by Edward VanHollebeke
MAIL DELIVERY

The Mail Delivery role can brighten the day for those people that find themselves in the hospital for a few days. Receiving cards can help with their recovery, and just knowing someone took the time to send a card is always nice. The patient mail is picked up daily and delivered to the patient. In some cases when the patient has been discharged, the mail will be sent to their home address.

The Volunteer Services office receives a variety of magazines. The Mail Delivery volunteer will check the content, remove labels and check the issue date. The magazines are then distributed to waiting room areas throughout the hospital.

Flyers for the various volunteer fundraisers and some hospital events are posted near the employee elevators. The Mail Delivery volunteer will make sure items are up-to-date, and current flyers are placed in those specific areas.

Respectfully submitted by the Volunteer Office

MEALTIME COMPANION

Our service has seven volunteers. We provide companionship and loving care for the patients. We assist in passing trays with service associates and we work with nursing staff. We feed patients who cannot feed themselves. Breakfast hours are 7-9 a.m., lunch is from 11:30 a.m. to 1:30 p.m. and dinner is from 5-7 p.m.

Respectfully submitted by Beth Morgan

NURSERY GRANDMA

The Nursery Grandma volunteers assist the nurses with the well-being and comforting of our smallest patients. There are eight Nursery Grandmas who served over 560 hours in FY19 to ensure that infant laundry was folded, the nursery door was answered, new cribs were made up, babies were rocked, stock was replenished and other tasks performed to assist the nurses. These dedicated nursery volunteers are a source of hope and joy during such a sacred time in families’ lives.
A special thanks to the Grandma’s for their patience and dedication during shifts of low baby census. The staff express their appreciation for all that you do to help them in the nursery.

*Respectfully submitted by the Volunteer Office*

**PATIENT VISITORS AND BEREAVEMENT CALLERS**

“I was a stranger and you invited me in ….. I was sick and you visited me…” (Jesus’ words to his followers in Matthew 25:34-46). As a ministry of Jesus, our 25 Patient Visitors expand the ministry of the Spiritual Care Department and visit patients on every floor of the hospital. We visit only patients who welcome us into their rooms and we offer a listening heart and a healing presence as we interact with them. Patient Visitors come from diverse spiritual backgrounds and visit patients of all faiths.

Our patients sometimes feel lonely, fearful, anxious, sad or estranged from their family, church or God. As we reach out to them, we believe that God is with us, providing Divine assistance and help. We’re confident in knowing that God has gone before us in love, reaching out to that person long before we enter the room. We do not judge, advise or try to “fix” our patient but strive to support them emotionally and spiritually by offering unconditional love, care and prayer when desired. We also serve as eyes and ears for the chaplains to inform them of patient needs to follow up on.

We had a team of approximately 25 patient visitors each week (each one covers a floor on a particular day of the week). We were able to visit 11,456 patients and 3,379 families and provided encouragement to over 300 staff members. Altogether, our volunteers logged in more than 18,720 hours of work.

In March our team enjoyed an in-service training provided by Beverly Beltramo, Director of Spiritual Care for Ascension Michigan, along with a luncheon for all Spiritual Care Volunteers.

Julia Steele serves as our chair and assists Chaplain Jewel Martin with interviewing and training volunteers. She also prepared a delicious holiday luncheon with a devotional and sharing time for patient visitors on December 27.

*Respectfully submitted by Julia Steele and Jewel Martin, Chaplain*
PET THERAPY

To date, we have 29 active therapy dogs at Ascension Genesys, who deliver peace, smiles and calmness to our patients and staff. They add a dimension to patients' lives that otherwise would be just a vacant spot, bringing comfort in loss and lowering stress levels in those they visit, whether they are patients or staff caring for those patients.

Studies have shown that patients sleep better, have less pain, and lower anxiety levels after interacting with a therapy dog. A study that our Emergency Department physicians conducted last year, showed that patients who had a therapy dog visit had improved heart rates, with lower blood pressures and pulse rates, and those patients thought that the therapy dog made their visit a better experience. Swabs of the therapy dogs were also taken, to learn if they were transmitting any bacteria or viruses to patients, and the results showed that there was no transmission of organisms from dog to patient or vice versa.

Our Volunteer Director has been conducting a study that shows how many interactions each therapy dog has had with patients, visitors and staff each visit. Every month since July 2018, our therapy dogs have had over 1,500 interactions, with over 2,000 interactions in August, September, and October of 2018 and March and April of 2019. The highest number of interactions being 2,652 in August 2018. The graphs have shown how hard our therapy dogs and handlers are working, to make a difference in everyone's life here at Ascension Genesys.

More and more, therapy dogs are being used to provide affection and a sense of comfort to individuals not only in hospitals, but also in schools, funeral homes, nursing homes and assisted living facilities. Therapy dogs are also being utilized with those who are experiencing mental disorders, learning disabilities and in stressful situations such as disaster areas.

It is my hope that the therapy dog program will always be implemented as a big part of the environment of healing at Ascension Genesys Hospital, and the volunteer director, secretary and myself are diligent in maintaining the super program that it is for patients and staff. Who can resist petting a therapy dog and not smiling?

Respectfully submitted by Barbara Bowyer
SEWING SERVICE

We continue to meet twice a month (the first and third Friday of each month), September through June. We held 19 meetings this fiscal year. We are currently at 35 members. We average between 18 and 25 members at each meeting. A list of exact dates is posted on the Volunteer Bulletin Board and are also available at the Volunteer Office.

As I was putting these numbers together, I thought it would be interesting to see our progress over the past five years.

<table>
<thead>
<tr>
<th></th>
<th>FY 2014</th>
<th>FY 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swaddled Beanie Babies</td>
<td>947</td>
<td>2,218</td>
</tr>
<tr>
<td>Chemo Caps</td>
<td>33</td>
<td>74</td>
</tr>
<tr>
<td>Lap Robes / Prayer Shawls</td>
<td>24</td>
<td>52</td>
</tr>
<tr>
<td>Easter Tray Favors</td>
<td>250</td>
<td>250</td>
</tr>
<tr>
<td>Walker Bags (Rehab)</td>
<td>117</td>
<td>125</td>
</tr>
<tr>
<td>Newborn Christmas Stocking/Buntings</td>
<td>30</td>
<td>35</td>
</tr>
<tr>
<td>Christmas Tray Favors</td>
<td>250</td>
<td>250</td>
</tr>
<tr>
<td>Prayer Shawls (Spiritual Care/Patient Cart)</td>
<td>19</td>
<td>305</td>
</tr>
<tr>
<td>Chemo/Cardiac Heart Pillows (Oncology &amp; Cardiology)</td>
<td>48</td>
<td>-</td>
</tr>
<tr>
<td>Pediatric Activity Bags</td>
<td>95</td>
<td>93</td>
</tr>
<tr>
<td>Newborn Caps</td>
<td>691</td>
<td>27</td>
</tr>
<tr>
<td>Chemo Bags (Oncology Navigators)</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>Adult Rehab Aprons</td>
<td>70</td>
<td></td>
</tr>
<tr>
<td>Twiddle Muffs (depts. dealing with Alzheimer/Dementia issues)</td>
<td>63</td>
<td></td>
</tr>
<tr>
<td>Pocket Twiddle Muffs</td>
<td>41</td>
<td></td>
</tr>
<tr>
<td>Pocket Prayer Shawls (new this year)</td>
<td>259</td>
<td></td>
</tr>
</tbody>
</table>

Over the past five years, we have added many items to our project list and adjusted others as the needs of patients were identified. In 2014 we completed 2,504 projects and have grown to a total of 3,912 projects completed and distributed to patients throughout the hospital in FY 2019. We are so proud of how many lives we have touched and how much comfort we have been able to provide.

All the above was accomplished because of the time and talent of the Sewing Group (aka Snippers & Stitchers) and the generosity of numerous staff, patients, recipients and patient’s families who have donated unused beanie babies, children books, yarn and fabric throughout the year. We could not have accomplished so much for the patients of Genesys without their kind donations.

Respectfully submitted by Sherylynn Russo
SPECIAL CARE NURSERY/INFANT HEARING TESTS

The SCN hearing screen volunteers are responsible for administering hearing tests on newborn infants that are required by the state of Michigan before discharge. The infant must be more than 12 hours old before the test is given. The hearing tests are being conducted in the mother's room as part of the patient experience. While the infant is lying in the crib they are hooked up to a pair of ear devices like headphones and then three electrode sensors are placed, one on the back of the neck, one on the shoulder and on the top of the forehead. The procedure is then all computerized. The infant either receives a pass or refer score that is properly recorded on the required state forms. There are currently seven caring and dedicated volunteers that work six days a week from 9:00 a.m. – 1:00 p.m.

Respectfully submitted by Cheryl Fegan

SPIRITUAL CARE RECEPTION

Our Spiritual Care Receptionists are one of our most valued resources in the Spiritual Care Department. We currently have eight ladies who continually multitask and assist the chaplains in a variety of ways. They truly make it possible for the rest of the chaplains and Spiritual Care volunteers to function and continue their work. They are the first face people usually see when they come to the office and they greet familiar and unfamiliar faces with a smile.

Often they are called upon to redirect a person looking for a particular physician’s office or testing area, perhaps they may be answering phone calls for chaplain referrals, assisting area clergy with a clergy parking pass, addressing bereavement envelopes, calling local churches, preparing patient visitor lists, inputting data in the computer and a host of other things that they take care of that we take for granted that just get done.

This year we said goodbye to two of our receptionists. Jennifer Maizland was able to help us for many months on Tuesday afternoons. She has children in college and many other responsibilities, so she helped us if she was able to. We also recognized the retirement of Pat Sassack. She has served for many years, not only as a receptionist, but also as the Chairperson for the receptionists. She personally did much of the training in years past for the new receptionists as well. Even in her “retirement” she has still been in an advisory role on many occasions to give advice and direction.
We also welcomed a new receptionist, Sue Robbins, in the Friday afternoon role. She has been very quick to pick up on the computer technology and has fit in very well with a cheerful, friendly, greeting role as well.

As a whole, our receptionists have logged more than 1,700 hours this year in both the morning and afternoon positions. We are so very grateful for all the time they spend taking care of many behind the scenes, but very necessary, tasks. This past year our receptionists have addressed more than 500 bereavement envelopes, answered countless calls from nurses, administration, churches, ministers and many other types of calls, recorded more than 16,000 patient visits by Patient Visitor volunteers, called more than 4,550 churches (1,582 Catholic, 2,929 Protestant and other listed churches), input all of the Eucharistic Minister visits including those who received communion, along with all of the anointings done by Fr. Tom Nenneau, Fr. Carl Simon and other priests who have come to anoint our patients, and a myriad of other tasks and assignments requested by the chaplains.

Our Spiritual Care Department could not function as seamlessly and as efficiently as we do without our faithful receptionists. We are so very thankful for the work they do and the beautiful spirit in which they accomplish their tasks.

Respectfully submitted by Adam Doyle, Chaplain

SURGERY WAITING LOUNGE – SECOND FLOOR

The second-floor surgical waiting lounge is home to 12 volunteers who clocked 1,800 hours collectively, making tremendous contributions towards keeping the waiting room an organized and calm atmosphere for our patients, guests, staff and surgeons. These volunteers provide service such as checking patients in, providing compassionate assistance to guests in the waiting area, instructing guests about the computer tracking system so that they recognize when they can go back to see their loved one, escorting guests into the pre- and post-op areas when appropriate and coordinating the post-operative private consultations between family members and surgeons.

Thank you to our dedicated volunteers for helping patients and families during a very stressful time.

Respectfully submitted by the Volunteer Office
SURGERY WAITING LOUNGE – THIRD FLOOR

The third-floor surgical waiting room is staffed five days a week from 8:00 a.m. to 4:00 p.m. with volunteers. We have also staffed the lounge in some late afternoon hours (4:00 – 8:00 p.m.) with volunteers, typically from the U of M Flint Nursing School to service families that are in our waiting room into the evening hours. Currently, there are 17 regular volunteers and substitutes. We always welcome more substitutes, as many of our regular and substitute volunteers leave for the winter in southern climates. This makes scheduling a challenge during the winter months.

Our job is a rewarding position in that the families that come in to our area are typically nervous and stressed about surgical procedures and welcome our friendly and reassuring attention when they are in our waiting room. We can provide this to as many as 25 to 35 families a day as they wait for surgical and heart cath procedure patients in our waiting room.

The volunteers in the third-floor surgical lounge work in conjunction with our nurse liaisons, Lora Bain, RN and Jody Knauss, RN, to assist the staff in providing timely, correct and non-clinical information regarding surgical patient flow to the appropriate families.

Upon arrival, patients check in with the volunteer at the desk for out-patient and same day admittance for surgery and procedures in the heart catheterization labs. We notify the nursing staff in the pre-op area of patients’ arrival.

We provide warmth, reassurance and assistance to any guest waiting in this area. We guide families back into the pre-op area to be with their family member after they are prepped for surgery, and occasionally escort family members to the recovery area in cases of extended recovery time.

We monitor the whereabouts of family members throughout the surgical procedures so that they can be reached at any time.

Three consultation rooms are available in the waiting room area for the doctors to use when they talk with families after surgery or heart catheter procedures. The volunteers aid in pairing physician with the patient’s family for consultations in a private area away from the crowded waiting room, and we note the consultations on our patient tracking sheet.
This past winter we received a computer tracking system called GEMS that allows us to provide families with a patient case number when they report to the desk. This is done to protect patient confidentiality and allows the families to keep abreast of the patient’s status. With this case number, they can monitor the progress of the patient on a large screen as the patient moves through each phase of the operative procedure. The screens are in the surgical waiting room and in the rotunda area. I was very proud of all the volunteers for embracing this new system and learning it very quickly.

Surgical procedures completed on the third floor include orthopedic, neurological, cardiac, thoracic and vascular surgeries along with heart catheterizations, ablations, pacemaker insertions and other heart procedures.

Our volunteers on third floor try to get together on a semi-annual to annual basis at a local restaurant to get to know each other and discuss the happenings and issues in our area. It is a nice opportunity to talk about what’s happening and any questions and concerns that any of us may have. On May 17th of this year we met at Brick Street for dinner for our most current meeting, and to honor Karen Lepri, who has retired after many years of leadership.

We thank all our dedicated volunteers who generously give of their time to help patients and families that come to Ascension Genesys feel more comfortable during their hospital experience.

Respectfully submitted by Susan VanHollebeke

“IT’s not how much love we give but how much love we put into giving.” ~Mother Teresa

Thank you to all Ascension Genesys Volunteers, for sharing your time and talents with patients, guests and staff of the hospital. Your impact is greater than you know and all of us at Ascension Genesys are thankful to have you on our team.