Volunteer News July 2019



Tips For Being The Best Volunteer You Can Be.....By





Learn Something New: Yes, you've got something to offer, but what else can you get out of this experience besides the joy of giving back? Trying things that may be out of your comfort zone forces you to learn and adjust—a skill all of us can benefit from. Plus, you might find that you enjoy something you didn't know about before.

Combine Your Goals: Look for volunteer opportunities that will help you achieve personal goals in addition to the goal to do good. Research shows this will help you stay committed to the cause. Maybe you want to shed a few pounds? Become a Welcome Ambassador and do wayfinding.

Pull In The Same Direction: While you may have your own ideas on how things should be done, remember why you are volunteering—everyone is there with the same good intentions.

Don't Overcommit: As eager as you are to make a difference, you don't want volunteer projects to rule your schedule. Make sure you balance your time carefully so that your professional life or family time doesn't take a critical hit

Have Fun: Helping others is its own reward, but it shouldn't feel like a chore. Even the most mundane task can be fun if you manage it with a sense of humor and excitement for making a difference.

Involve Your Friends and Family: When a family volunteers together, it's a win-win for everyone. The experience can bring everyone closer together, teach young children the value of giving, introduce skills and experiences never before encountered, and create special memories (plus, wherever you're volunteering benefits from more hands on deck!).

Be Yourself. Bring your heart, your sense of humor, and your enthusiastic spirit to your volunteer service. Never be afraid to ask about things you don't know or understand yet.

Ask For/Offer Referrals: Let people know that you are looking to volunteer, and what your interests are. Your own community is an ideal place to reach out when looking to be connected to a group that means something to you. Once you find something you love—spreading the word is a great way to further the cause.

Volunteering is what you make it, so be positive and you go, go out there and share your heart with the world!

Remarkable Recipes... 3



Attire: Smile, jacket or shirt, St. Joe's ID badge faced front and on your upper lapel. This is a requirement in order to be compliant with the dress code policy and ready to volunteer. If you do NOT have these items at any time please contact volunteer services immediately for assistance. We can issue another jacket and/or ID and then you are able to begin your shift. No exceptions! We'll also share a joke to bring a smile!



Annual Refresher Email Notifications.

Many volunteers have approached an one year anniversary of providing service at St. Joe's. We want to make sure that you remain informed and therefore require that you review important hospital policy and procedure with our annual refresher. If you receive this email reminder and have any questions please reach out to volunteer services at (734) 712-4164.

New surgical check-in process for St. Joe's Ann Arbor Main OR surgery patients:

• Naming changed from Main OR to "Main Surgery Center" – based on feedback from actual patients to create a better distinction from our "Outpatient Surgery Center"

We are happy to announce that the Main Surgery Center at SJMH Ann Arbor will be going live August 5th with a patient friendly and more streamlined process for our surgical patient's check-in process. This process is a change from patients coming into the Imaging Center entrance to the Main entrance. We have a team of highly motivated and dedicated people from PFS, surgical services, security, marketing, care experience, volunteer services, and performance excellence working together to create a lean and smooth surgical check-in process for our patients.

This change not only includes a change from door entrances which will prevent more confusion and lost patients, but will also prevent patient's family members from moving their cars and getting lost themselves.

Our check-in process has been redesigned to more closely mimic our Outpatient Surgery Center for one-stop shopping. Current state includes a stop in the imaging center for a check-in and then a walk through odd hallways to get to surgery and perform another check-in. The new process will be walking through the main entrance, getting greeted by security, and an easier way to navigate to the Main Surgery family waiting area. We will have PFS and OR clerical colleagues who will both admit and orient patients to the surgery environment. This will get patients who are very anxious quickly to their destination and also reduce waste in their time which leaves more time to be spent with nursing in pre-op.



SUMMER "CEVICHE" & SMOOTHIES



Ceviche is one of our favorite summer dishes because there's no heat needed! The acidity of lime juice is normally used to cook seafood but in this veggie version, we combine lots of colors for a bright summer dish. Finish with a smoothie for a perfect summer dinner.

INGREDIENTS:

- Edamame, frozen and shelled 2 cups
- Lime juice 6 Tbsp
- Jalapenos 1, diced
- Red onions 1/4 cup, diced
- Mangos 2, diced
- Cucumbers 10 oz, diced
- Tomatoes, roma 2, diced
- Cilantro 4 Tbsp, chopped
- Tortilla chips for serving

Kiwi and Strawberry Smoothie:

- Kiwis 4, peeled
- Strawberries, frozen 16
- Yogurt, plain 1 cup
- Coconut water 1 cup

Nutrition Facts

- Serving Size: 1 serving
- o Calories 359
- **Sodium**178mg
- Total Carbohydrate 69g
- **Dietary Fiber**11g
- Sugars 41g
- **Protein**15g

How to Make It

Servings:

4

Metric

Make

- 1. Make smoothies by blending together kiwis, strawberries, yogurt, and coconut water.
- 2. Season your veggie ceviche to taste with salt and your choice of hot sauce if desired. Spoon up ceviche with tortilla chips and finish with your smoothie!

Prep: 35 minutes

- 1. Edamame Microwave according to instructions.
- 2. Lime juice Squeeze out of limes if preparing fresh. (Can be done up to 5 days ahead)
- 3. <u>Jalapenos</u> / <u>Red onions</u> Prep as directed. Can be stored together. (Can be done up to 4 days ahead)
- Mangos / Cucumbers / Tomatoes / Cilantro Prep as directed. Can be stored with jalapenos and red onions.
- 5. Assemble ceviche Toss lime juice with edamame, jalapenos, red onions, mangos, cucumbers, tomatoes and cilantro.
- 6. Kiwis Prep as directed. (Can be done up to 2 days ahead)

"People Centered Focus of the Month"



While volunteering put these practices at the center of your day & positively connect with all the people you encounter.

Best Practices For The Best Experiences......

Manage up St. Joe's
Use AIDET when communicating
Refer all questions about patient care back to the staff
Inform the staff you have arrived each time you come



Way find every opportunity you get a chance
Look for opportunities of improvement
Practice good hand hygiene
Remember Your Customer's Name
Take a Personal Interest
Solve Their Problems

Living The Core Value of.....

<u>Commitment</u> to those who are poor

We stand with and serve those who are poor, especially those who are vulnerable.

ACTIONS:

We escort patients/families to their locations.

We seek to assist patients through comfort and support measures.



Our Goal is to make every interaction ReMarkable!

July Birthdays





St. Joseph Mercy- Ann Arbor



Elizabeth Lachance	1st
Jake Hausch	2nd
Elaina Baker	6th
Melissa Shaw	7th
Denise Cutlip	8th
Dolores DeTavernier	8th
Maria Shamraj	8th
Edward Ernst	9th
Emma Hartley	13th
Anna Coyne	15th
Alan Freeborn	17th
Alisha Witkowski	17th
Connie Zatsick	17th
Lee Bender	17th
Charles Hooper	21st
Mary Jane Horner	22nd
Mary Ann Sultana	23rd
Nevena Mrdalj	23rd
Thirkield Marbury	23rd
Linda Beebe	24th
Anita Henlein	25th
Diane Briggman	25th
Shehroz Malik	28th
Sofia Lopez	28th
Cathy Paolini	29th
Karen Near	30th

St. Joseph Mercy- Livingston

Thomas Herpel 4th

Sharon Zurcher 20th
Pamela Olech 23rd

Hazel Swain 27th

Alice LeBaron 29th

St. Joseph Mercy- Brighton

James Madigan 13th

Pamela Spencer 21st



Opportunities



If you are interested in any of the posted volunteer opportunities, please apply or call:

- <u>Livingston & Brighton:</u>
 517-545-6121
 stjoeslivingston.org/volunteering-livingston
- Ann Arbor & Canton:
 734-712-4164
 stjoesannarbor.org/volunteering

Livingston Book and Magazine Cart

We are looking for volunteers interested in bringing reading materials to our patient, family and visitors areas.

This role consist of pushing our book cart, keeping our family waiting areas stocked with neat and current items.

A requirement is to have great customer service skills to interact with people and organization skills to maintain the materials. There is training for wayfinding.

NEW VOLUNTEER ROLE: Weekend Welcome Ambassador for St. Joe's Surgical Services The shift is Sat and /or Sun from 6am-10am.

Seeking an energetic individual to assist with way finding and greeting of patient scheduled for weekend surgery.

If you enjoy brightening others day, lots of mobility, and the joy of helping out send me an email and/or share the opportunity with friends, family, and the community.

This role opens in August.



Welcome Ambassadors & Creative Arts Ambassadors recruitment is in full effect.

Direct your friends and family to stjoesannarbor.org/volunteering to apply.

Fall & Winter Programs...after the summer Volunteer's

Your volunteer service does **NOT** have to stop. Inquire within Volunteer Services about upcoming opportunities.