



## Effective Communication Is Key (Verbal and Non-verbal)

### Make a good first impression.....

1. Watch What Your Body Says. Body language can be a dead giveaway—it can easily show how you really feel...
2. Watch Your Volume. Some people talk loudly and appear to come on overly strong at a first. Soft kind words are received easier.
3. Watch Your Tone. How you communicate with others can be influenced by the tone you use.
4. Make Eye Contact. Nerves can sometimes cause us to look everywhere but at the person we are speaking too. Stay engaged by looking at the person.

### Eliminate chaos.....



1. **Patients want to feel like** they are your top priority which means giving them attention without distraction. So stay focused and ready to greet and serve our guest.
2. **Stay efficient** as possible and viewing the experience through the patient eye's.
3. **Everything in its place.** For everything that you own, designate a place. You can even label some of them, to make it easier to remember. Then simply put things back where they belong when you're done using them.
4. **Start small.** Choose a small area and organize it. Come up with a simple system to keep it organized, practice until it becomes habit, then expand, one small area at a time.
5. **Create routines.** Make routines for everything
6. **Clean as you go.** Instead of having big cleaning binges, clean right away.
7. **All info in one place.** Keep all the information you regularly use and need in one place. You'll never need to look for it again.
8. **Put it away now.** Done using something? Put it away immediately. Right now. No exceptions.

*Remember, what is on your mind will manifest in your actions. Let's continue to put the patient's, families, and visitors at the center of everything we do in our volunteer roles.*



## ST. JOE'S VOLUNTEER BADGE UPDATE

St. Joe's Volunteer ID badges must get frequently used to remain valid. If you do not swipe in for **90 days** or more, you will need to have your badge reactivated by us in order to swipe. Also, if you receive a new badge from security YOU MUST have volunteer services reactivate it in our VSys One system in order for it to work properly. So, here is what you need to know and the required steps to take to swipe and have your service time recorded.

Volunteers Ann Arbor and/or Canton come to volunteer services in Suite #1230 on the AA campus.

Volunteers in Livingston and/or Brighton please reach out to our volunteer site liaison for instructions.

- ✚ Sharon Beaudrie/Liv (517) 545-6122
- ✚ Kriss Zbozen/Brighton: (810) 844-7027



### 5 Simple Summer Safety Tips

- Practice Summer Heat Safety.
- Stay Safe Around Water.
- Protect Your Skin Against Sunburn.
- Keep the Bugs at Bay.
- Avoid Poison Ivy.

*WakeForest Baptist Health System*

### ABSENCES DUE TO SUMMER VACATIONS:

Please inform both your department volunteer liaisons and volunteer Services of your scheduled time away from your shift. The sooner the better so we can make the necessary adjustments. Remember to share your expected date of return too. Thanks in advance and enjoy your fun in the sun safely!

## GRILLED WATERMELON PIZZA



*For a fruity and finger-friendly appetizer, grill watermelon wedges and top with pickled onions, blue cheese, and pecans.*

**\*Hands-on Time : 20 Mins \*Total Time :20 Mins \*Yield :Serves 4 (serving size: 2 wedges)**

### Ingredients

- 1 cup sliced red onion
- 3 tablespoons red wine vinegar
- 1 tablespoon sugar
- 1/4 teaspoon kosher salt
- 2 teaspoons extra-virgin olive oil
- 1 (3/4-inch-thick) slice seedless watermelon (from a 9-inch)
- 1 ounce creamy blue cheese, crumbled (about 1/4 cup)
- 2 tablespoons coarsely chopped pecans, toasted
- 2 tablespoons small basil leaves

### Nutritional Information

\*Calories 130, \*Fat 7g, \*Satfat 1.9g

\*Monofat 3.6g, \* Polyfat 1.1g

\*Protein 3g, \*Carbohydrate 15g, \*Fiber 1g, \*Cholesterol 5mg

\*Iron 1mg, \*Sodium 165mg, \*Calcium 59mg

### How to Make It

#### Step 1

Heat a grill or grill pan to medium-high heat.

#### Step 2

Combine onion, vinegar, sugar, and salt in a medium bowl; let stand 15 minutes or until onion is softened, tossing occasionally. Combine 2 teaspoons brining liquid and 2 teaspoons olive oil, stirring with a whisk. Drain onion, and discard remaining liquid.

#### Step 3

Brush olive oil mixture onto both sides of watermelon slice. Grill watermelon 3 to 4 minutes on each side, until well -marked and juicy; place on a serving platter or cutting board. Top watermelon evenly with pickled onions, blue cheese, and pecans. Sprinkle with basil. Cut into 8 wedges.

*By Cheryl Slocum*

*August 2015*

*RECIPE BY Cooking Light*

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.....*

Always Smile

Anticipate your customer's needs  
Stay informed about hospital policy

Own every encounter  
Act calmly, pleasantly, and with compassion  
Speak up with solutions to problems

Manage Up St. Joe's  
Execute patient privacy at all times  
Be ReMarkable

Know that you are valued  
Encourage and Inspire  
Listen

Living the "Core Value" of

**"Commitment to those that are poor"**

I reach out to those in need

I escort patients/family to their locations

**SENSIBILITY:**

*Solidarity* /unity or agreement of feeling or action, especially among individuals with a common interest; mutual support within a group.

*Did you know that.....Father's Day History*

- ✚ Father's Day is a celebration honoring fathers and celebrating fatherhood, paternal bonds and the influence of fathers in society.
- ✚ In Catholic countries of Europe, it has been celebrated on March 19 since the Middle Ages.
- ✚ This celebration was brought by the Spanish and Portuguese to Latin America, where March 19 is often still used for it, though many countries in Europe and the Americas have adopted the U.S. date, which is the third Sunday of June.
- ✚ It is celebrated on various days in many parts of the world, most commonly in the months of March, April and June according to the home nation's customs. It complements similar celebrations honoring family members, such as Mother's Day, Siblings Day and Grandparents' Day.

Wikipedia

- **Observed by:** 110+ countries
- **Significance:** Honors fathers and fatherhood





## St. Joseph Mercy- Ann Arbor

## St. Joseph Mercy- Livingston 4

### WELCOME AMBASSADORS ANNOUNCEMENT

Thanks so much for all that you do to warmly welcome our patients, families, and visitors to St. Joseph Mercy Ann Arbor. Your touch point of entry usually is the initial face to face people have prior to an appointment or procedure. You and your role are an essential piece to their healthcare experience. You set the tone. Keeping that in mind we have a **new communication process added to the wayfinding expectation**. Unfortunately, many people may come in the wrong entry point, your entry point and moving forward I want to make sure we are all on the same page for best practices in wayfinding.

### When this happens we can offer a few options:

- Explain that there is a closer entrance/parking area to their area of service
- We can offer the shuttle service
- We can escort them . However if the destination is far away and they want to walk we can escort them and call for a Welcome Ambassador to meet you half way. They can continue to escort the person.

All the while we are managing up the service, physician or hospital. How neat is this for a patient or visitors experience to have a personal escort, especially when they could get lost.

More enhancements to our patient experience through volunteering.....



To Our Welcome Ambassadors.



Volunteer Services has begun an internal staff newsletter showcasing new volunteers. This is a great opportunity for people to connect your face , role, and service to our patients. Additionally, we will showcase departments too. The edition is called the Volunteer Voice. Many new people will be joining our teams for the summer.

## St. Joseph Mercy- Brighton

**To our Radiology, Guest Services Welcome Ambassadors, and Link program volunteers continue to shine BRIGHT for our patients.**

**You are Shining Stars.**

## St. Joseph Mercy Canton

Ambulatory Surgical Services is picking up a few new volunteer shifts to accommodate our need for more patient companions, comforters, and escorts. Thanks, Diana for having the we **CAN**ton spirit of compassion and knowing the value volunteers add to the patient experience.



## June Birthdays



### St. Joseph Mercy- Ann Arbor

Donna Reed 3<sup>rd</sup>  
Kelsey Kovacik 4<sup>th</sup>  
Emily Marcil 4<sup>th</sup>  
Nancy Kirgis 5<sup>th</sup>  
Peter Hansen 5<sup>th</sup>  
Rebecca Hebert 5<sup>th</sup>  
Melissa Sharpsteen 7<sup>th</sup>  
Cheyla Westjohn 8<sup>th</sup>  
Erin Lathrop 8<sup>th</sup>  
Simran Patel 9<sup>th</sup>  
Karen Landi 10<sup>th</sup>  
Met Gebreyesus 10<sup>th</sup>  
Cynthia Bertini 11<sup>th</sup>  
Christina O'Neil 12<sup>th</sup>  
Isaiah Brockschmidt 13<sup>th</sup>  
Emily Steger 17<sup>th</sup>  
Florence Gasdick 17<sup>th</sup>  
Isla Peterson 19<sup>th</sup>  
Jahnvi Rajagopal 19<sup>th</sup>  
Kimberly Lebioda 19<sup>th</sup>  
Maria Polom 19<sup>th</sup>  
Alexis Miller 19<sup>th</sup>  
Joy Pomerville 20<sup>th</sup>  
Charles Southwell 20<sup>th</sup>  
Carlo Giannecchini 23<sup>rd</sup>  
Blake Prieskorn 25<sup>th</sup>  
Karolina Trzcinka 25<sup>th</sup>  
Aafrika Poole 28<sup>th</sup>  
Jordan Cusumano 30<sup>th</sup>

### St. Joseph Mercy- Livingston 4

Ronald Clark 5<sup>th</sup>

Mary Pizzimenti 9<sup>th</sup>



Lisa Perrin 15<sup>th</sup>

Katherine Allen 20<sup>th</sup>

### St. Joseph Mercy- Brighton

Anthony  
Martin 13<sup>th</sup>



Virgina  
Zurek 14<sup>th</sup>



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

- Livingston & Brighton:  
517-545-6121  
[stjoeslivingston.org/volunteering-livingston](http://stjoeslivingston.org/volunteering-livingston)
- Ann Arbor & Canton:  
734-712-4164  
[stjoesannarbor.org/volunteering](http://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.

## Coming to the Ann Arbor Campus Soon A New Volunteer Role

Partner with the St. Joe's Social Workers as a compassionate & caring telephone "friendly caller" to recently discharged inpatients. The role requires individual with great phone etiquette, ability to follow scripts, and have a listening ear.

- ✚ Training will be provided.

If you are interested please contact me via email at [lisa.austin@stjoeshealth.org](mailto:lisa.austin@stjoeshealth.org)  
In the subject line type: **New volunteer role**

## Sewing Opportunity:

Would you like to assist with making lap blankets and activity vest to assist with our creative arts program? If so, please reach out to our department and leave your name, and callback info for follow-up. Please indicate your interest is in sewing.

Volunteers needed as **Welcome Ambassadors**, **Unit Ambassadors**, **Book Cart Ambassadors**, & **Creative Arts Ambassadors**. Some locations are inpatient units, new cancer center, and Reichert building.

Tell a friend, a neighbor, or retiree to apply now. Send them to our webpage and share your great experiences.

