



Volunteer Views

Volume 15, No. 2
September 1, 2008

From the Director of Volunteer Services

This time of year brings many things our way and this newsletter is no exception! This newsletter includes dates for flu shots, TB tests, Harvest Gathering Food Drive, recruitment blitz, the Sparrow Volunteer tailgate, and the holiday gift from the health system. **Please read this entire newsletter and mark the dates on your calendar so you don't miss out!**

I would like to express my appreciation for each member of the Sparrow Volunteer Family. Your continued commitment to providing a loving, caring, and healing environment for our patients and their families is the heart of our success.

Help Us Be 100% Compliant for TB Skin Testing

When you get your free flu shot from Sparrow also plan to get your annual TB Skin test.

The TB test is an annual requirement for all volunteers, so it is very important to get the test and make sure the results are submitted to Associate Occupational Health. Our office can submit the form for you if it is read elsewhere as any registered nurse or physician can read the results and sign the form. As a reminder, the test must be read 48-72 hours after it is administered.

Our office will work closely with Associate Occupational Health to ensure that every volunteer is up-to-date with his or her TB skin test or survey. After the October volunteer date, for those that are not up-to-date, we will follow up individually to ensure everyone obtains the test. The only way we can be in 100% compliance is if each volunteer is committed to helping us get there for the safety of those we serve as well as for ourselves.

As a reminder, we cannot provide the flu vaccine to teen volunteers. The TB test can be given if a parent is present.

Flu/TB Clinic for volunteers only!

Date: Tuesday, October 28, 2008

Time: 8:00 AM To 3:00 PM

Location: Ele's Place 1145 Oakland Ave
(north side of St. Lawrence Campus)

TB Test Read Date:

Friday, October 31, 2008

7am – 4pm

Clark Conference Center
St. Lawrence Campus

Please bring Harvest Gathering Food items to the flu/TB clinics!

Alternative dates with associates - **These dates are subject to change!!** As all the Flu/TB clinic dates are confirmed for Associates, the entire list of dates will be posted outside of Volunteer Services and at workstations. Look for this in late September/early October. You will be welcome at any clinic.

Date: Wednesday, October 22, 2008

Time: 7:00 AM To 3:30 PM

Location: Sparrow Auditorium

TB Test Read Date: October 24 in the hallway
outside the Auditorium, 7-9 AM

Date: Wednesday, October 29, 2007

Time: 7:00 AM To 4:00 PM

Location: Clark Conference Center

TB Test Read Date: November 1 in the
Fitzpatrick Room, 7am - 4pm

Help Prevent the Spreading of Germs: *MRSA Training*

Our moms told us to wash our hands. They were right - it's the single most effective way to keep our patients and us safe from infection and illness. Last year, we heard in the news that schools closed following outbreaks of community-acquired MRSA among students. According to Sparrow's Infection Control Department, we are likely to continue to see the rates of community-acquired MRSA continue to rise. We would like you to learn more about MRSA and how to protect yourself by attending one of our informational sessions hosted by Sparrow's Infection Control Department.



The representative will also talk about proper hand washing in a healthcare setting as well as share some less well-known times when it is critical to wash your hands. Escorts and Patient Ambassadors will find this especially helpful considering the many different environments they encounter during a typical shift.

Thursday, October 2, 2008
10:00 am (one hour or less)
Sparrow Auditorium

Tuesday, October 7, 2008
1:00 pm (one hour or less)
Clark Conference Center

How can you protect yourself from acquiring MRSA and many other illnesses? Follow mom's advice and wash your hands for at least 15 seconds with special attention around and under the nails!

At the hospital, there are times you are **required** to wash your hands or use hand sanitizer to protect you and our patients.

Clean your hands:

- Before/after direct contact with patients- including entering and exiting a patient room.
- Before/after direct contact with the patient's environment
- Before/after glove removal
- Before handling medication
- Before preparing food
- After using the restroom

Annual Volunteer Recruitment Drive September 1- October 14

It takes a Team! This is the time of year that we kick-off our annual volunteer recruitment drive. If you have a family member or friend that would enjoy volunteering at Sparrow, ask them to fill out an application. Referral applications are available at our office or on the Internet at www.Sparrow.org.

When the drive concludes, we will hold a drawing for prizes and we would love to include you as a person who recruited a new volunteer!

Sparrow to Host the Annual Harvest Gathering Food Drive October 1-Week of November 10th



Again this year, the Volunteer Services Department will organize the annual MHA Harvest Gathering food drive and volunteers are invited to donate non-perishable food items (no glass) when receiving the flu vaccine. If you wish to donate at a different time, we will accept the items at our offices or the drop bins posted throughout both campuses.

Last year, we collected more than 11,000 pounds of food for local food pantries in our community. This year we are gearing up for another successful drive and we hope to match our donation. In 2006, our donation leaped from 1,700 pounds to an amazing 5,000 pounds thanks to our volunteers and associates! Keep up the good work!

Big Changes for the WHA Annual Meeting and Volunteer Recognition Luncheon

As most volunteers already know, we have made some significant changes to the volunteer recognition program. These changes were necessary because the artist, Norman Brumm passed away in February 2007.

While we still admire the craftsmanship of Mr. Brumm, these wonderful treasures cannot be duplicated and therefore we are moving on to something new. John Felsing, Jr., the artist that created the four season prints of sparrows, is creating a new set of prints to celebrate our volunteers' years of service. He is working on the new prints that will be given to volunteers for the following years of service: 15, 20, 25, 30, 35, 40 and 45. Please note that we have added two more service awards for 20 and 30 years. Also volunteers reaching 50 and 55 years of service will have an individually selected gift.

One last reminder to note, at the next annual meeting on May 13, 2009, John Felsing, Jr., will be a guest speaker to introduce the new prints and share the history of his career as an artist. The event will be free to all volunteers and we hope that you will attend to support those that are being honored for years of service as well as celebrate the accomplishments of every Sparrow volunteer.

Visit the St. Lawrence Resale Shop

Come check out
the fall and winter clothing,
housewares, linens, books, toys
and collectibles.

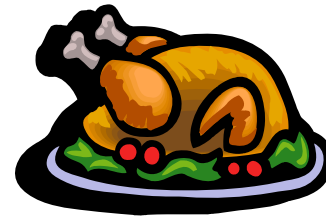
Hours are:

Mondays, 8-12 Noon
1st & 3rd Wednesdays, 8-2 pm

Annual Holiday Turkeys

Looking forward to the holidays, Sparrow will offer frozen turkeys as a holiday gift to our associates, physicians and volunteers. Dates for the distribution of the turkeys will occur on December 16th and December 17th.

Volunteers are asked, if possible, to pick-up the gift between 9-11am and 1-3pm. A card to exchange for the gift will arrive at a later.



Volunteer Satisfaction Survey

In September, our staff and our Volunteer Services Committee will begin sending a volunteer satisfaction survey to all volunteers and we ask that it be returned by October 31st. We will also encourage volunteers to complete the survey at group/league meetings as well as offer the survey online.

We need to hear from you! Once we have collected enough to begin scoring, we will compile and communicate the results to the membership. We are very serious in our desire to consistently improve our program and to ensure that our volunteers are satisfied and engaged in our program. With that in mind, we will implement plans for improving services based on the results of the survey. Again, we need to hear from you so we can make Sparrow the best place to volunteer in our community.

The survey asks for your opinion on the following topics:

- Volunteer Work Assignments
- General Engagement with Volunteer Service and Sparrow
- Services provided by the Volunteer Services Department
- Education and Training for volunteers
- Why do you volunteer
- Asking for your suggestions

Upcoming Events for Sparrow Volunteers...Mark Your Calendar!

September

My group's fall meeting is ____/____/____

September 1-October 14 – Volunteer Recruitment Blitz

September – October – Volunteer Satisfaction survey

September 20 @ 1:00 pm – Sparrow Volunteer Tailgate

October-November

October 1- week of November 10 – MHA Harvest Gathering Food Drive

October 2 @ 10:00 am (Auditorium) – Help Prevent the Spreading of Germs: MRSA Training

October 7 @ 1:00 pm (Clark Center) – Help Prevent the Spreading of Germs: MRSA Training

October 28 @ 8:00 am (Ele's Place) – Volunteer TB Skin Test clinic.



Look for other dates within the newsletter!



October 15 – 7:00 am (St. Lawrence) – Fine Jewelry Sale

October 16 & 17 – 7:00 am (SPB Atrium) – Fine Jewelry Sale

December

December 16-18 – 8:00 am (SPB Atrium) – \$5 Jewelry Sale

December 19 – 7:30 am (Clark Conference Ctr) - \$5 Jewelry Sale

December 16 and 17 from 9:00 am – 1:00 pm – Pickup for holiday turkey gifts

April

April 19-25 – National Volunteer Week

May

May 13 @ 11:30 am (Sheraton Lansing Hotel) – Women's Hospital Association Annual Meeting and Awards Luncheon

Myth Busters

This is a new addition to the newsletter to pass along some fun and (correct) information. If you have a question that you would like answered, please come and see us in either volunteer office.

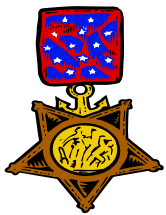
1. Myth: It cost \$50.00 to replace a lost 5 or ten-year pin.

Answer: No. Your pin can be replaced for free.



2. Myth: The years of service awards will disappear.

Answer: No, that is not true. The method of recognizing volunteers has changed. We will recognize volunteers for 5,10, 15, 20, 25, 30, 35, 40, 45, 50, and 55 years of service. We ADDED two new categories of recognition for 20 and 30 years for 2009. There will be a new award and we will focus celebrating volunteers at all levels of service throughout the year. The WHA



Annual Meeting in May will continue to be a recognition event honoring all of our volunteers.



3. Myth: It is 3 miles from the parking ramp to the Gift Shop.

Answer: It is actually about two football fields, however, it is like living through a kitchen remodel and things will be better once the renovations are complete – and they will be beautiful too!



4. Myth: I hear that my friend's room was not cleaned in two weeks.

Answer: Not true. Rooms are cleaned everyday and more depending upon the circumstances. If there is ever a time when a room or area of the hospital needs attention volunteers, staff, families and patients can call ext. 43434 and the matter will be addressed promptly.



5. Myth: All volunteers have a Uniform.

Answer: Wrong. All volunteer groups dress uniformly in a jacket or shirt of the color of their groups' choice.



6. Myth: At the end of service for whatever reason, the jacket or shirt is discarded.

Answer: The smock or shirt can be given to the Volunteer Office or the group to share with another volunteer that may not be financially able to purchase a new one.



7. Myth: Since I don't work with patients, I am not required to get a TB skin Test.

Answer: Wrong! Joint Commission requires each and every volunteer to have an annual TB Skin test – regardless of where you work or how often you volunteer. This test is done to ensure the safety of our patients, you and your family. We look forward to seeing you in October at the annual clinic where you can also get your flu shot!



8. Myth: Because I work at St. Lawrence, I don't get the opportunity to see the new areas in the Sparrow Tower.

Answer: We want every volunteer to be knowledgeable advocates for the many services that we provide at Sparrow Health System. We know that our volunteers may have family members or friends that will eventually need our services, so we want every volunteer to know, well in advance, that your loved one is being cared for with the latest technology by the most skilled professionals. We encourage volunteer groups and leagues to schedule tours of the Sparrow Tower as well as other areas with the Volunteer Office. The director of volunteer services has taken many groups on tours of the new facility.



9. Myth: The Super Sani-cloths or wipes that come in the white round tub with a purple top are excellent for refreshing one's face or hands.

Answer: Never use the wipes on skin or give visitors the wipes! These wipes should only be handled while wearing gloves and we should always avoid skin contact with the wipes. They are intended for cleaning surfaces and we should only touch the surfaces once the area is dry. There's a reason why the product is named "Super Sani."

Safety Is a Priority at Sparrow

Many times when we think of safety in a hospital setting, we think of giving the right medication, avoiding infection by washing our hands and ensuring that care is delivered in a safe manner. What we don't always think of is that safety involves keeping halls clear of clutter, making sure patients can move about their rooms without falling over objects, and ensuring that in a time of an emergency everyone knows their role and responsibility.



Corridor Egress, maintaining clear halls, is everyone's responsibility! To help us keep our hallways clear and make it safe for our patients, we ask that you help us by looking out for the following:

- Maintain 8 ft. of clearance in all patient care hallways.
- Keep mobile items, in active, temporary use, on one side of the corridor ONLY. For example, a wheelchair and an IV pole can't be left in the hall across from each other. Even if it's only for a moment, put the wheelchair on the same side of the hall as the IV pole to maintain egress.



- Items should never block a doorway.
- Items should never be parked in front of a fire pull station or a fire extinguisher.

When you spot an area that isn't maintaining the required egress, please call the Service Response Center (x43434) and the matter will be promptly addressed.

If you see a dirty restroom or a patient complains that their room needs attention, please call the Service Response Center. We are all the eyes and ears of Sparrow and we all want our hospitals to look the best.

Volunteer Services Announces Staffing Changes

Effective September 2nd, the Volunteer Services Department will have some slight staffing/schedule changes. Lori Glencer will join our team part-time and work from 8-12 noon, Monday-Friday on the Sparrow Campus as our Administrative Assistant. Jo Cantine will work at the St. Lawrence Campus from 8-12 noon and starting September 4th, she will work from 1 to 5pm on the Sparrow Campus. Prior to the 4th, she'll be at the Sparrow Campus until 3pm.

The St. Lawrence Campus will continue to be covered by Tracy Feazel and to ensure that she is even more reachable, we now have a pager for volunteers to contact Tracy. The number is 360-0219.



The staffing change is coming about because of financial challenges Sparrow is experiencing. Our staff is committed to providing the same great service and support to our volunteers and we ask that you work with us to make the transition as smooth as possible.

Sparrow Tailgate - September 20th

With fall, comes raking leaves, football season and of course tailgates! The Sparrow tailgate with volunteers will be held on Saturday, September 20th at 1:00pm. We do not have tickets available for the game, but why not stop out for the best part of football season – the food, fun and friends at the tailgate!

Invitations/directions will be mailed to volunteers the week of August 18th. Hope to see you all there and "Go Green"!

