

Leaving But Still in Our Hearts...

Kathleen Clark, Volunteer Coordinator for the Volunteer Services Department, will be leaving Sparrow on February 2, 2007 after 8 years at Sparrow, including 6 years with Volunteer Services.

Previously employed by the Michigan Legislature, she will be returning there for a new opportunity. We will miss her caring, nurturing ways with all of our volunteers, especially those at the St. Lawrence campus. Her contribution to the amazing growth of the college volunteer program, dedication to identifying and developing new volunteer opportunities on the St. Lawrence campus, and her ever-present smile and willingness to help will be missed.

Please help us to honor and wish Kathleen well at a reception on January 30, 2007 from 2:30 pm to 4:00 pm in the St. Lawrence Auxiliary Room on the third floor.

Sparrow's Heart Gala Features Broadway Style

Bright lights and Broadway's big-city style highlight the upcoming Sparrow Heart Gala. The New York-themed event hits the Country Club of Lansing stage February 10 – just in time for celebrating the season's most heartfelt holiday.

The adult evening features fine dining with New York flair, dance music by Sunset Boulevard and casino-style gambling entertainment. Cocktail dress is the standard – not black tie – and guests' poker chips are part of the \$125 per person ticket price.

To learn more about the Sparrow Heart Gala and other ways to contribute to Sparrow Health System, call the Sparrow Foundation 517.364.5680 or go online at www.sparrowfoundation.org.

Volunteer Polo Shirts Available

Both Volunteer Offices are accepting orders for light blue polo shirts with the volunteer logo attached. If you are interested in ordering a shirt as an alternative to the smock, please let us know. The cost is \$21.00 and the shirts are ordered as requested.

Fond Farewell

Dear Friends:

It is with very mixed emotions that I write this letter. I have taken a new position outside the Sparrow Health System that will provide me with new challenges and opportunities. While I am very excited to begin a new chapter in my career, I will miss the Sparrow Volunteers and Associates very much. I will be leaving the Volunteer Services staff effective February 2, 2007.

It was one of the hardest decisions I've had to make. Joining the Sparrow family brought me tremendous opportunities and learning experiences. The greatest treasures I will take with me are the many friendships I have made over these last eight years. Thank you all for making me a part of the Sparrow Volunteer Family.

Sincerely,

Kathleen Clark



Sparrow Gift Shop Celebrates the First Baby of the New Year!

Sparrow Health System always looks forward to the arrival of the first baby of the New Year and January 1, 2007, was not an exception. Our Sparrow Gift Shop always serves a special role in celebrating this joyful arrival by contributing a beautiful and unique stuffed animal that will sure to be a beloved favorite, as the little one grows older. Thank you Sparrow Gift Shop for your ongoing support of this Sparrow tradition.

Speaking of new little ones...have you heard a sweet lullaby over the announcements at Sparrow? This is a new effort by our Service Excellence Advisors to bring music into the hospital. You will hear it ring every time a new baby is born at Sparrow. Last year, Sparrow delivered just fewer than 4,000 infants!

Stop by and Check It Out!

Did you know that the St. Lawrence Campus is less than two miles away from the Sparrow Campus? It's hard to believe, but it's true - and being only a few extra minutes away, why not stop over sometime and check out the gift shop? It's full of unique items, including books and beautiful gifts. We also have the resale shop on the St. Lawrence Campus for those looking for bargains and a place to "unload treasures." The resale shop is open every Monday 8-11am and the first and third Wednesdays every month from 8am-2pm. Both are among the best-kept secrets in town for great shopping and service!

The St. Lawrence Campus also needs a few new volunteers in the gift shop, surgical lounge, resale shop and Escort/Information Services Group. The atmosphere is fun and welcoming, and the people we serve are appreciative of the friendly service and extra care delivered by our volunteers. If you would like information on volunteering at St. Lawrence for you or a friend, let us know by calling 364-3606 for more information.

Other Openings Available

Heart Center Waiting Room
Sparrow Emergency Room
St. Lawrence Surgical Lounge
Sparrows
Patient Ambassadors
Information Services
Sparrow Surgical Lounge

Tax time is right around the corner...

Did you know that you may take the following expenses as deductions from your income taxes?

Volunteers may deduct the following: non-reimbursed travel expenses which include mileage, food, lodging and parking, telephone charges, postage and supplies, uniforms, transportation costs to and from volunteer shifts, and monetary gifts/contributions to Sparrow, such as the CMN campaign, Sparrow Foundation and memorials.

Sparrow Is Looking for 2007 Service Excellence Advisors

In 2006 our 13 Volunteer Service Excellence Advisors (SEA's) did a great teaching customer service courses. Now, you have the opportunity to become an SEA for 2007. If you are interested in learning more, please attend one of the following sessions:

February 1	3:30-5:00 pm	SPB Rooms F & G
	6:00-7:30 pm	Auditorium
February 2	8:00-9:30 am	Auditorium
	10:00-11:30am	Auditorium
	1:30-3:30 pm	Clark Conference Ctr.

Please call 364-3606 to register.

Open Door Sessions with the Director of Volunteer Services

The doors to the volunteer office are always open to volunteers who have concerns, suggestions, or questions. Many times volunteers come to us, and we are so appreciative because it gives us the opportunity to recognize the need for change.

In the coming months, we will offer open door sessions in the Volunteer Services department to give volunteers the extra opportunity to share ideas and suggestions. Our department cannot promise to fulfill every request, but we will follow up with the appropriate staff/department to make sure the need is addressed at the appropriate level.

Here are the open door sessions for the next two months. Please call me at 364-3607 or stop in at the designated time and we can talk!

February 15	9:00-10:30 a.m.	Sparrow Office
February 27	2:00-3:30 p.m.	Sparrow Office
March 7	10:00-11:30 a.m.	St. Lawrence Office
March 28	1:30-3:00 p.m.	St. Lawrence Office

Look for the next edition of *Volunteer Views* coming in March. Service Award recipients will be listed in this issue. The Annual Meeting of the Sparrow Women's Hospital Association will be held on Monday, May 14, 2007 at the Sheraton Hotel.