



Minnesota Association
of Healthcare Volunteers

MAHV-elous Awards for Outstanding Volunteers, 2021

District D

CHI St. Gabriel's Health (Little Falls) – January 2021

Patti Foss: Since the beginning of the coronavirus pandemic, Patti has been volunteering twice a week. Initially a “hospital screener” every Tuesday morning, she frequently added the afternoon shift as well, working back-to-back shifts on her Tuesdays. Now Patti, a former RN, drives for a clinic run on Mondays and serves as an early morning Same Day Services volunteer on Tuesdays. “CHI St. Gabriel’s is blessed to have Patti’s dedication and flexibility to meet our patients’ needs.”



Doug Richter: Doug does “screenings” for anyone coming into the front doors. His role involves temperature checks and asking standard questions about COVID19 symptoms and exposure. He does this *every* weekday afternoon. He is friendly, kind and always on time, providing exceptional support to staff during the pandemic.

Dawn Buehner: One of the first people to call the volunteer department after the initial shut-down of surgeries last March, she offered to help out wherever needed. Having a variety of volunteer experiences prior to the coronavirus outbreak made her a real asset. By June, she was able to help out at least once a week – sometimes twice - in “non-patient” volunteer areas which were approved for volunteer involvement: first, as a screener, and then in Same Day Services, Cafeteria and Gift Shop. Dawn is responsible, caring and concerned for other’s well-being.



Cynthia Marriott: She also jumped in as a “hospital screener,” serving every Friday until screeners became paid positions. Cynthia now volunteers in the Same Day Service area every week and is dedicated to keeping that weekly schedule going. Cynthia is exceptional at making sure people understand and adhere to the COVID19 policies and procedures while maintaining a friendly atmosphere.

Linda LeBlanc: As president of the CHI St. Gabriel’s Hospital Advocates, she has been mindful of keeping the Advocate board members informed about what’s happening at the hospital. Creative in seeking new ways to fund raise through on-line sales and a “bakeless” bake sale, she keeps a keen eye out for unique fund-raising opportunities - most recently, a local grocery store coupon book sale that became a quick \$1,500 profit for the advocate board. “CHI St. Gabriel’s is grateful for her commitment to increasing membership as well as her creative and energetic efforts serving as the advocate president.”



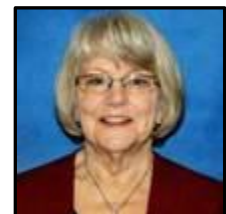
Mike Gass: When the COVID19 pandemic began, Mike called to say he was available to help out in whatever way needed. When volunteers were allowed to return, the first need was for volunteer “screeners.” He readily accepted the challenge and volunteered weekly. As “non-patient care” areas opened up, he resumed his prior roles, dependably serving two days a week as a storeroom volunteer delivering department supplies, and as a facilities support volunteer, where he assists with utility billing, compliance documents and analysis of energy data. His prior career as a mathematics professor brought an invaluable service to our hospital as he has generously shared his professional experience.

Darla Giles: After the initial shut down, Darla, “lead” gift shop manager, kept a listening ear for if and when the gift shop could re-open. She received the go-ahead in October and spearheaded the switch out of inventory as well as redecorating efforts, working late in the day and on weekends. In addition to ensuring compliance with the new safety standards, she also notified and scheduled returning volunteers. Darla is passionate about this work and often states, "what great volunteers there are in the gift shop."



M Health Fairview Lakes Medical Center (Wyoming) – February 2021

Gay Gronlund: has been a volunteer for seven years. Normally, she serves in the gift shop, but because it’s still closed due to COVID-19, she jumped at the chance to take on not one, not two, but *THREE* new roles. This fall she trained to be a volunteer at the main information desk. When the inpatient pharmacy needed help doing monthly checks for expired medications, she was the first volunteer to respond and added that to her plate. Most recently, she also volunteered to help with administration duties surrounding employee COVID-19 vaccinations. Gay is quickly becoming a Jack - “Jill” - of all Trades!



M Health Fairview Lakes Medical Center (Wyoming) – March 2021

Trudi Blake has volunteered for nearly five years, serving in both the gift shop and the infusion clinic. Last fall, we were able to bring volunteers back to select positions including the infusion clinic: Trudi didn't hesitate but jumped right into her volunteer role. She is always willing to help with other projects, saying YES to helping with administrative duties surrounding the huge task of getting our staff the COVID vaccine. "The hospital is a better place because of Trudi!"



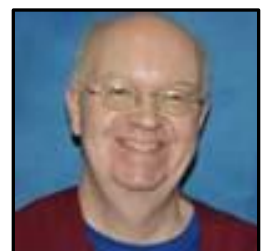
Mary Ann Cooper: has been volunteering for over nine years, including several years in leadership positions on the volunteer organization board. Most recently, she stepped up to answer the call for volunteers to help in the infusion clinic, one of the select positions re-opening for volunteers last fall. This was a new role for Mary Ann, a retired nurse, and, knowing what a special assignment it is for supporting patients, families and staff, she was nervous about doing it. It's a good match for her talents and she is succeeding with flying colors. She, too, is always willing to help with other projects, including administrative duties surrounding employee COVID vaccinations. She has been steadfast in her service and commitment to Lakes.

John Kirby: has been a volunteer for nine years, mainly in the infusion clinic but also as a volunteer parking valet. Pre-COVID, John was a 'first call' volunteer for open valet shifts, and he was almost always able to help us on short notice for this important service for patients and visitors. It was no surprise, then, that he was quick to respond to our call for help this fall when we could bring volunteers back, picking up many extra open shifts in the infusion clinic over the last few months.



Karen Langeland: and her therapy dog Mike first came to volunteer over four years ago. They quickly settled in to the therapy dog role and were a popular team at the hospital. When there was an urgent need for additional valet volunteers, Karen jumped in to help out with what was supposed to be a temporary role, but soon was a regular part of the valet team (and one of three women in that role). Both valet duties and therapy dog visits were stopped during the pandemic. This fall Karen was eager to get back to a volunteer role at the hospital even if it meant Mike had to stay home [he's not happy about that as the hospital is one of his favorite places]. Karen said YES to volunteering in the infusion clinic and has been "such a blessing" to the nurses in that department. Karen, like other early 'returnees', also said YES to helping with administration duties surrounding employee COVID vaccinations.

Mike McGee: been a dedicated volunteer for seven years, serving in the Same Day Surgery family waiting area and donor check in for Red Cross Blood Drives. In pre-COVID times, he was always willing to pick up extra shifts in those assignments. When volunteers were able to return last fall, Mike graciously said he would help in the infusion clinic, a completely new role for him. Because of his willingness to learn a new role, he lifted some of the extra burden for the nurses in the infusion clinic as well as the staff in the pharmacy, who make the medications he delivers.





Kathy Poff: Prior to COVID, Kathy was part of the volunteer team at the information desk for three years, always with a smile and a YES for helping with extra projects. Once the call went out this fall for help in the infusion clinic, Kathy was one of the first to respond and eager to be trained on something new. She said YES again to assist with the administration duties surrounding the employee COVID vaccinations, a project that wouldn't be possible without volunteers like Kathy.

M Health Fairview Lakes Medical Center (M Health FLMC) (Wyoming) – April 2021

Ethel Hudon: has been with M Health FLMC since BEFORE it was actually open. She's volunteered for more than 21 years and has logged more than 15,000 hours. Ethel is a staple at this building, and staff were so excited when they saw Ethel back in the building this past fall. They said: "This is starting to feel normal now" and "I'm re-energized because I see Ethel is back and it's giving me hope that things are going to get better." She is always willing to do whatever is needed, prompting the volunteer coordinator to "joke with her that she is never allowed to retire from volunteering!" Ethel is a past recipient of MAHV Heart of Minnesota Volunteer of the Year.



Casey King: A volunteer for just over a year, Casey has truly had a positive impact on the main information desk volunteer team. She quickly learned her volunteer duties and showed herself to be a person who can work with all types of personalities. She always asks if there are projects she can help with while on duty at the desk and didn't hesitate to return when volunteers could come back this past fall. She quickly jumped back into her role at the information desk, and most recently answered the call to help with administrative duties surrounding employee COVID vaccinations.

Kim Schmidt: Pre-COVID, Kim, a hospital volunteer with 16 years of service, would work a full eight-hour shift each week, splitting her time between the main and ER information desks. Once COVID hit and volunteers were removed from the building, she immediately started making masks for the hospital. She has faithfully donated them every month and, to date, has made over 4,000 masks for the hospital, which are shared with staff, patients and families as well as other members of the community who are in need. "Kim found her way of continuing to make a difference during the pandemic"



MHealth Fairview Lakes (Wyoming) – May 2021



Anne Renaker: One of our newest volunteers yet no stranger to the building, Anne is a recent retiree from the nursing leadership team. Anne has been such a blessing this year. Not only does she have a medical background that is tremendously helpful, she also has the willingness to serve. Because of her commitment to service, a new volunteer position has been created just for her. She will be helping hospital departments with quality and safety tracers that will assist with regulatory compliance requirements. Anne also stepped up to help with the administration tasks for employee COVID vaccinations.

Donna Keacher: has been at Lakes for nearly 11 years, serving most of that time at the main information desk. When volunteers were able to safely return on site this fall and the call went out for help, Donna didn't hesitate and came back to her volunteer position. It has been very helpful to have a seasoned volunteer back in that role who knows the ropes. "We rest easy knowing the patients and families are being taken care of by Donna."



Bob Weir: A volunteer for nearly eight years, Bob is one who does double duties. Pre-pandemic, he served weekly as a volunteer valet and picked up an additional role at the main information desk. While COVID paused all the volunteer roles for several months, Bob was one who stepped up to the plate and returned to the information desk as soon as volunteers could resume their duties. Having an experienced volunteer in this role who knows his way around the hospital was a real bonus for patients and families and an anchor for the information desk team as volunteer roles were re-established.

Welia Health (Mora) – February 2021

Eunice Weckwerth: serves as volunteer manager of the Gift Shop. In this role, she has put in many hours to keep the gift shop well-stocked with merchandise and attractive, inviting displays. When the gift shop had to be closed because of COVID-19, she continued to manage the gift shop, even though she was not able to physically be in it! She made sure that perishable items, like candy and other food items, were taken care of by having them distributed to hospital departments for employees. Before Christmas, holiday merchandise that had been ordered before the pandemic was also given out to employees as a thank you for their dedicated service. Eunice was instrumental in making these things happen; even though she could not enter the facility, she continued to carry on her volunteer duties.

All MAHV-elous Award recipients receive a certificate of appreciation from MAHV and an Outstanding Volunteer lapel pin.