



Minnesota Association of Healthcare Volunteers

MAHV-elous Awards for Outstanding Volunteers, 2022

District B

Fairview Range Medical Center (Hibbing)

Dorothy Wentland: Dorothy is a self-motivated support for the Volunteer Service Organization. She has volunteered in the Gift Nook (gift shop) for 17 years and has taken on the responsibility to keep the workers' schedule full at all times. She has been a dependable volunteer at all of the fundraising events; has attended District Forums, solicited donations, taken on leadership for the Sunshine Team and *always* has a gracious smile for shoppers, patients, visitors and other volunteers. JUNE 2022

Connie Lee, Judi Scott, Lillian Stutzman: Also known as the Gift Nook Display Team, these three volunteers come in weekly to rearrange the Gift Nook and its six hallway display windows. They not only keep the store in tune to seasons and holidays, but they relocate merchandise to attract the attention of our shoppers. Many items have been sold because employees, patients, and visitors have discovered an item in the display windows. Besides working in the Gift Nook, each of these women have served as officers on our Volunteer Service Organization (VSO) Leadership Team. They have participated in all fundraising events and activities. Lillian knits unique, one-of-a-kind sweaters, dresses, hats, and booties for the Gift Nook baby section. Connie is active on our baking team furnishing yummy goodies for bake sales and other VSO events. Judi has led our fundraising team supporting our Emporium sales, Design and Dine, as well as our movie night at the Planetarium. Their talents and the time they give are a huge resource for our VSO. DECEMBER 2022

Betty Tintor is a quiet steady worker in the VSO. The Gift Nook is her service area and she can be depended on to do her work well. She has also served on the Leadership Team as Vice President and President throughout several elections and continued throughout the pandemic. She has participated in all of our fundraising activities and organizational events. Betty is ready to say "yes" when asked. One of the outstanding qualities that shows her leadership and team work is her willingness to stay to the very end of an event, cleaning up and then following the volunteer coordinator out to her car, making sure before she leaves that all has been taken care of. For her leadership and commitment, Betty is appreciated. DECEMBER 2022

Gloria Johnson: Sometimes called the "mad knitter" by the volunteer coordinator because she is always seen with knitting needles in her hands, and she is making a sweater to donate for sale in the Gift Nook or blankets for the OB Department, or hats for the ER Department, or shawls for the organ donor program. She shows her generous heart by donated knitted articles for our fundraising events and is always coming up with new ideas to make money. Gloria, also, volunteers at the Patient & Family Waiting Area desk, greeting patients and connecting them with our Diagnostic Imaging, Wound Care, and Same Day Surgery Departments. Gloria has been the Service-Project-At-Large Officer on the Leadership Team and supports and distributes the swaddle project to the Women's Health and Birthing Center, Convenience Care Kits to Acute Care, and blankets to the clinic Ob Department. Gloria has taken on the responsibility with energy and enthusiasm. DECEMBER 2022

Grace Mahal became a volunteer in 2015, and since that time, has jumped in to support our VSO activities wholeheartedly. Grace has held the Guest Services position passing out newspapers, filling the coffee station on the inpatient floor, delivering mail, connecting with patients regarding spiritual care, transporting Oncology patients from their doctor's office to the infusion center. She is currently assisting in the Gift Nook and distributing Admitting, EMT and OB packets to appropriate departments. Grace says 'yes' when asked to bake, wrap swaddles for the Women's Health & Birthing Center or make blankets for the clinic OB department. Grace is full of hospitality connecting and engaging all whom she meets whether fellow volunteers, medical center staff, patients, and visitors - lending a cheerful greeting and uplifting conversation. She is a team player and always shows up as she has promised. DECEMBER 2022

Rozann Prich: One word to describe Rozann is *passionate*, especially for the VSO. She became a member of the Hibbing Auxiliary (forerunner of the VSO) in 2009. Since that time, Rozann has served on the Leadership Team, and at one time was the President. She brings her enthusiasm to all she does whether it be a member of a team, heading up a fundraiser, or welcoming new volunteer into the organization. Rozann shares great ideas and is willing to spear head the effort. She initiated the 2nd Hand Rose table at the annual bazaars, featuring gently used jewelry and purses. Her team spent many hours cleaning and polishing, as well as selling their wares. She also initiated our Sunshine Team whose mission is to Connect, Encourage, Recognize and Appreciate all VSO members. Whenever there is a VSO event or activity, you will find Rozann, working and supporting a great love of her life, the Volunteer Program. Rozann has also taken part in MAHV Conferences and District Forums, as well filling the position of local legislative chair, encouraging our group to take part in a Day at the Capitol. When the MAHV Board needed someone to make calls for the MAHV-elous Awards when the program started, Rozann stepped up and as she would say, "I met some new friends" through these calls. She celebrates all and everyone she encounters. DECEMBER 2022

Lucy Radovich and Joanne Larson: These two have worked together to compile thousands of Admitting, ENT, and OB packets to be distributed to the appropriate medical center departments. Not only do they spend hours working together, they bring a playful attitude and a dedicated spirit to what might seem to be a dull job. They take ownership in making sure the supplies are on hand and that the packet drawers remain full for distribution. Joanne has also worked at the front entrance Information desk, giving directions to visitors and looking up room numbers. Lucy takes part in all fundraising events especially as part of the baking team. Something unique is the appreciation they express for the support they receive to do their job and do it well. DECEMBER 2022

Veronica (Ronnie) Boucher: Ronnie works at the Patient & Family Waiting Area Desk which serves three departments: Diagnostic Imaging, Wound Care and Same Day Surgery. She holds Patient Experience as a priority and will speak up on their behalf when improvements would be beneficial to patients and visitors. Ronnie is always ready to fill in for another volunteer and offers dependable and caring interactions with all patients, visitors, and staff. She also oversees the Bereavement packets and distributes them to departments, so staff can extend their sympathies with a card which Ronnie then gets into the mail. Ronnie takes part in fundraising activities and enjoys our membership gatherings. No job too big, Ronnie gets it done. DECEMBER 2022

Sharon Terzich and Carol Valentini: Sharon and Carol are the hardworking and dedicated Dynamic Duo in the Gift Nook's merchandise receiving room. Here weekly unpacking, sorting, entering items in the computer and pricing, they also organize merchandise to be ready for the display team. Sharon is meticulous with invoices and strives to balance invoices to the very penny. Carol digs through the inventory and organizes the storage shelves and applies price tags to merchandise. They do not like to leave the room until the job is done - spending the entire day and/or coming in on the weekends to keep the merchandise flowing. They perform an amazing feat with items removed from inventory, making grab bags of equal value and interest to the customers. Just say the word 'grab bag' and the shoppers come running and clear the shelf in no time. DECEMBER 2022

Yvonne Ratai can be counted on to show up for any duty that needs to be performed. She has worked in the Gift Nook with a committed day-of-the-week schedule. She now serves at the Patient & Family Waiting Area desk and can be found there on Monday mornings ready to go. Yvonne also is a member of the Sunshine Team – Connecting, Encouraging and Appreciating the volunteers; the Service Projects Team, making blankets and wrapping swaddles; the Baking Team, bringing baked goods for various fundraising events and donating her homemade preserves; and the Clerical Team, putting together bulk mailings. Yvonne helped with all of the fundraising activities and organizational events as well as participating in MAHV District Forums and the state conferences. Whenever there is something happening with the VSO, you can count on Yvonne to show up and do her part. DECEMBER 2022

Community Memorial Hospital (Cloquet)



Phyllis Ducey: Phyllis is an amazing volunteer who has been going 'above and beyond' of late, specifically helping with all the back-office jobs that come with running a gift shop: purchasing, entering items into the system, pricing and displays. On top of that, she has been helping to resolve issues with our credit card company, making lots of phone calls that would otherwise take a significant amount of time away from the volunteer coordinator's regular responsibilities. JUNE 2022

All MAHV-elous Volunteers received a commendation from MAHV and an Outstanding Volunteer lapel pin.