



## Minnesota Association of Healthcare Volunteers

### MAHV-elous Awards for Outstanding Volunteers, 2022

The Minnesota Association of Healthcare Volunteers (MAHV) was pleased to recognize 32 outstanding volunteers in 2022.

#### District A

##### CHI St Joseph's Health (Park Rapids)

**Carol Smith:** To aid a staffing transition in the Gift Shop, Carol has gone 'above and beyond' to assist whenever and wherever she sees a need. For example, she picked up an order of merchandise from Apple Valley to save shipping costs and delivered the order to the gift shop right away. Carol watches the Gift Shop calendar to ensure that someone is working or picks up the shift herself - she is keeping the doors open! This really helps the new Gift Shop Coordinator, who does not yet know all the people and when they are available to fill shifts. Carol also communicates if there is an incident or event (e.g., illness, family emergency) that may affect one of the volunteers, so that the volunteer coordinator knows about the situation right away. "Her cheerful and always helpful attitude is very much appreciated and certainly bears recognition." JUNE 2022



**Debby Facey:** When the gift shop reopened after the Covid shutdown, staffing was a major concern. Debby understood that for both Auxiliary fundraising and for staff and patient convenience we were trying to keep the store open as much as possible. She has been our "Friday Girl." Literally, Debby has been working almost every Friday. On top of that generosity with her time, Debby is one of the first to jump in and fill more shifts when other volunteers can't make their assigned shift. Her efforts have certainly been noticed and are certainly very much appreciated: Debby is MAHV-elous! AUGUST-SEPTEMBER 2022



**Maggie Hume-Siemson:** The Ambulatory Care Unit (ACU) has long relied on volunteers to assist with arriving patients and visitors/family members. When Covid hit, the volunteer program was suspended for an undetermined time. When the all clear was given to bring back the volunteers, many had found other obligations or were not ready to come back. Fortunately, Maggie called about returning as a Senior Companion Volunteer. That program has not been restarted yet so we placed her at the ACU desk. What a great choice that was, as it was a struggle to staff the desk for 5 day a week coverage. The early start time of 7am scares off many potential volunteers...not Maggie. She noted that patients were showing up before 7am so she adjusted her start time to 6:30am to better assist patients, family, and staff. Knowing that staffing continues to be a problem Maggie is now volunteering three days a week at the desk! The assignment would be unfilled if not for Maggie's compassion and dedication. She is a superstar! AUGUST -SEPTEMBER 2022

## District A (cont.)

**Joy Horesji:** A volunteer in Group 3, Joy has served at numerous events and projects over the course of the many years of her involvement. When called on to help she has always been there: baking cookies for the Sweets and Treats event, hosting and decorating a table for the Festival of Tables event, donating goods to a bake sale or getting her group together. One of her specialties is making 'scrubbies' for the Gift Shop. Since before 2005, she has supplied scrubbies whenever she receives a call that the Gift Shop was running low and, to this day, is the main person to make these. Many households in the Park Rapids and surrounding areas have Joy's 'scrubbies' in their kitchens! NOVEMBER 2022



**Anita Willet and Linda Moberg:** This dynamic duo has served many years volunteering for annual events, especially for the Festival of Tables, where they can be found setting up the appetizer area to look extra special and serving the guests, dressed as sharply as professional waiters! At the Sweets and Treasurers event, they are lead coordinators for plating cookies, fudge and specialty treats. At Chicken Dinners, they coordinate food prep, serve food and always make sure the kitchens are spotlessly cleaned before we leave an event, taking on tasks that can be tedious and labor intensive.

When Anita goes to Arizona for the winter, she always makes donations to help with events she isn't able to attend. These two have a special sisterhood bond and are best friends. NOVEMBER 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

## **District B (cont.)**

**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’ 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 2<sup>nd</sup> 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

## District B (cont.)

**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 MHAV 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

## District C

### Alomere Health (Alexandria)

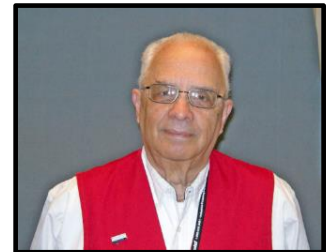
**Wendy Tintes:** Wendy has cross-trained to serve in additional volunteer areas and now helps in Hospitality, Oncology and as a sub in the Joint Replacement Center. She is flexible with her schedule and very pleasant with patients and guests. Wendy was one of the first volunteers to return following COVID and was most recently recognized for 100 Hours of Service. AUGUST-SEPTEMBER 2022

**Velma Yatskis:** Velma was recently recognized for 500 Volunteer Hours in the Oncology unit. Even during COVID she volunteered her time in support of patients by managing the wigs - cleaning and maintaining them as well as readying new wigs to the unit. She is one of the first to volunteer when additional shifts are needed and is key to training new volunteers to the Oncology duties. AUGUST-SEPTEMBER 2022

## District D

### St. Cloud Hospital (St. Cloud)

**Phil Ruggerio** is an ardent supporter of Minnesota Association of Healthcare Volunteers (MAHV) and has served in many important roles on the MAHV Leadership board, including treasurer, webmaster and social media advisor. Phil has been instrumental in helping MAHV develop and maintain its website and its presence on Facebook and Twitter. Although he had moved to an advisory role, he jumped back into webmaster duties to fill an unexpected vacancy in that role during the pandemic. Phil is now back in an advisory capacity, coaching the new webmaster. Phil is supportive, easy to work with, provides great perspective and always has new ideas to share. He was recognized as the Heart of Minnesota Volunteer of the Year in 2014 and received the MAHV President's Award in 2019. He is a long-serving volunteer at St. Cloud Hospital. FEBRUARY 2022



### Essentia Health – St. Joseph's Medical Center (Brainerd)



**Rose Payne:** Nominated as being - by far - the most 'going above and beyond volunteer' at the hospital during these last two years, Rose stepped up and volunteered right away to help with positive Covid patients and didn't hold back from doing what was needed. She has continued to serve as a hospital 'way-finder' throughout the pandemic and also serves on the Auxiliary Board. If you look closely at her vest, you'll see her MAHV Outstanding Volunteer pin. MAY 2022



## District E

### Windom Area Hospital (Windom)

**Marlene Smith**, former District C Chair, successfully recruited her replacement during the pandemic, when many people were stepping back from volunteer commitments. Marlene is quick to say “yes” when there is an important need to fill. While she was serving as the District Chair, the state leadership board for the Minnesota Association of Healthcare Volunteers (MAHV) experienced an unexpected loss of its secretary in 2020. Marlene volunteered to complete the term of office which ran through December 2021, *and* most recently, offered to continue serving as the interim secretary as MAHV, like many leadership boards, continues to rebuild. Her efficiency and timeliness are greatly appreciated.

Marlene is clearly a servant leader, supporting MAHV and Windom Area Hospital Auxiliary in meaningful ways. FEBRUARY 2022



## District F

### District One Hospital – Allina Health (Faribault)

**Beth Swanson**: Beth is an amazing volunteer for the Hospital Auxiliary. She spends many hours helping at auxiliary events, at the gift shop, and keeping track of auxiliary finances. She not only serves as the treasurer of the auxiliary, but has also taken on the role of treasurer of Angel’s Attic, the auxiliary’s gift shop. What’s more, she staffs the gift shop a couple days each week, where she excels at customer service. Beth also does most of the auxiliary’s advertising for events. She is a technology whiz and uses those skills to meet the needs of the auxiliary as well as the gift shop. “She is almost always available to help and she loves volunteering!” JULY 2022

## District G

### Maple Grove Hospital (Maple Grove)

**John Moore**: John is a “go to” volunteer when random projects and requests show up. John has gladly said ‘yes’ to accepting, organizing and/or distributing donations of food and beverages to our team members. With his wife Deb, he has picked up meal donations from local restaurants and distributed them within the hospital. He said ‘yes’ when called to inventory the Gift Shop storage area - this was no small task! He never wants the limelight and always says ‘yes’ when extra help is needed. John is steadfast, easy to rely on and a delight to work with. JULY 2022



**Curt Wilson**: Not only has Curt filled many different roles in the past six years, he has chosen to continue volunteering *even after moving to Iowa*. His dedication to Maple Grove Hospital is unparalleled - when he shared the news that he was relocating, he didn't see why he would need to stop doing data entry work from home. From Iowa, Curt updates the listing of available positions on the hospital's website as well as emailing volunteers regarding open shifts in their respective departments. As Curt never seeks the limelight and his work is done through the web-based volunteer database, most volunteers on our team don't realize that this important job is done by a fellow volunteer. JULY 2022

**Karen Ryan:** Karen is a jack of all trades! She has volunteered in the Emergency Care Center, Intensive Care & Medical/Surgical Care Centers, and the NICU. She has filled in restocking medical supplies in our Family Birth Center on weekends and served as one of few trainers in her assigned Care Centers. The donation of her time and talent has addressed volunteer support shortages in many areas and roles within the hospital. Karen has also been a leader in supporting the Lab and Emergency Care Center during our tube system downtimes. She has quickly and easily become a trusted leader. “Her service to Maple Grove Hospital has gone above and beyond the average volunteer involvement. We are so fortunate to have her on our team!” JULY 2022



**Binh Nguyen:** is an outstanding volunteer in the Emergency Care Center (ECC). So much so that when the need for a trainer in the Labor & Delivery (L&D) unit arose, we reached out to him. While he had no experience in L&D, Binh is a trusted volunteer in the ECC who pays great attention to detail and is kind, attentive and very thorough. We knew with a little training, Binh would be a great trainer for the new volunteers in that unit. Binh is currently the only trainer in L&D and has developed a descriptive task list for the role, which didn't exist before. We are so thankful for Binh's willingness to go above and beyond in his service to Maple Grove Hospital. AUGUST –

SEPTEMBER 2022

**Hailey Rankin:** A long term volunteer who has volunteered while home and on breaks from college. Despite COVID interrupting Hailey's commitment, Hailey returned to the hospital in a new role this summer, offering to train new post-partum volunteers three days a week, and additional days as her work schedule allowed. The timing of Hailey's offer was fortunate as we were onboarding a high volume of new volunteers. Hailey is a competent trainer, who is communicative and friendly. She provides a warm welcome for our new volunteers and is a delight to work with when scheduling training. Maple Grove Hospital is a fortunate recipient of Hailey's steadfast service to our organization and for our community! AUGUST-SEPTEMBER 2022



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