

## Volunteer Appreciation

April 21-27 is volunteer appreciation week. Thank you to every volunteer! We had a great year of volunteer service in 2023 at Marshfield Medical Center-Beaver Dam. Every year we take time to reflect on the impact of our volunteer team. This past year 233 volunteers provided 17,326 total hours of service. When you walk through our hospital you will see volunteers in many areas starting with our main lobby information desk volunteer team which provided 98,809 acknowledgements, 2,444 wheelchair and walking escorts, 255 deliveries and 597 calls for taxi. The gift shop is next and is open Monday through Friday from 9 a.m. - 3:30 p.m. and made possible by our committed volunteer team. As you work your way to the second floor, our volunteer information desk team provided 3,913 patient escorts for scheduled appointments, 5,770 patient reminder phone calls and prepared 3,414 letters for mailing. The Meals on Wheels volunteer team served over 15,000 meals to customers in Beaver Dam every week Monday through Friday. It's no surprise to anyone who has felt that satisfied joy that comes from doing something for others. For many, volunteering allows for them to make a difference doing something they believe in. The National Alliance on Mental Illness research indicates that there are benefits for volunteers themselves. They found benefits to a volunteer include: Reducing stress, increasing happiness, developing confidence and finding purpose. The service that volunteers provide is essential to everyday activities, which gives volunteers a sense of purpose, especially when volunteering in the areas they find meaningful. Hospital areas of service include: Information desks, Gift Shop, accounting, clerical projects, human resources, clergy, computer CBT tutoring, bear making committee, pharmacy delivery and patient cassette repurposing, CWA cycling without age, home knitting and piano playing. Hillside Manor, Remembrance Home, Eagle's Wings and Stone Terrace volunteers provided service assisting in activities such as cards, dominoes, board games, music, church and chapel, spa and beauty shop, piano playing, visiting and assisting staff.

When we look around our region, it's easy to find examples of how volunteer work benefits us all. Volunteers add value to our community; if they disappeared many of the services and activities in our area would be impacted. Many events, activities and services are the result of committed volunteers determined to make a difference in their community. Collectively, volunteers are an amazing team that brings out the best in others. Thank you!

### Gift Shop

The Gift Shop is open 9 a.m. - 3:30 p.m. Monday through Friday and stocked with unique gifts you won't find anywhere else in our community, from radiant jewelry, confectionary treats, plush animals, baby gifts and so much more! Gift shop is managed by our volunteers, and we carefully select each new item for sale in our shop, assuring you'll always find something special for yourself or your loved one.



### Beauty Salon Hillside Manor

Beauty Salon and Spa is open every Tuesday morning for residents from Hillside Manor. Volunteers assist the activities staff with providing hair styling and enhancing the residents' appearance and experience. Volunteers take time to move residents to their appointments, provide hair and beauty care and then assist them to their room. This great team brings joy to many every Tuesday morning. Thank you!



### Cookie Sales



Cookie Sales are back on a monthly basis with the next sale on Thursday, April 25 with sales starting at 8 a.m. Cookies are sold off of the main lobby next to the gift shop. If interested in learning more, contact Volunteer Services.

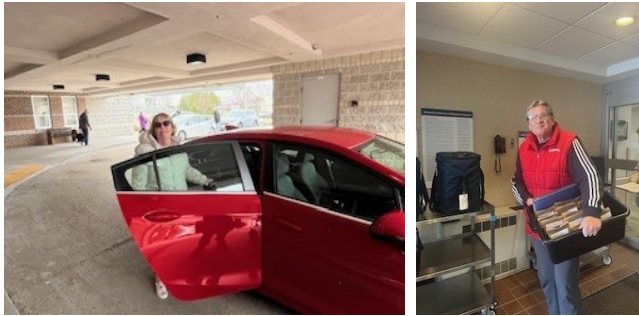
### Information Desks

Volunteers provide friendly and welcoming greeting, showing courtesy and respect for a vast array of patients and visitors, providing direction, walking and pushing wheelchairs escorts.



## Meals on Wheels

Meals on Wheels (MOW) volunteers deliver over 15,000 meals a year. Meals are picked up at 11 a.m. Monday through Friday and delivered to customers in the city of Beaver Dam. MOW is a service designed to provide nutritious, well-balanced meals at a minimal cost for recently discharged patients, disabled and the homebound elderly. The program began Feb. 19, 1973 with 10 customers and today it has 70 customers who receive meals. Volunteer commitment is one time per month. If you have interest in joining this caring team please contact Kathy Dries at 920-885-3948 or Volunteer Services at 920-887-5988.



## Stone Terrace

Stone Terrace volunteers provide weekly activities such as cards and bingo. Pictured are Tom and Ruth Amberson calling bingo every Friday morning. Volunteers provide activity support at Hillside Manor, Eagle's Wings and Remembrance Home. Volunteer support is always welcomed. For more information contact Volunteer Services. Thank you to every volunteer for taking time make a positive impact on our residents and staff.



## Cycling Without Age Training

Cycling without Age (CWA) has a training date for pilots on Thursday, May 2 from 2-7 p.m. The training will provide pilots the skill they need to take residents from Hillside Manor on rides this summer. If interested in attending training or becoming a part of this team contact Volunteer Services at 920-887-5988.



## Volunteer Opportunities

MMC-BD is looking for new volunteers who want to become part of a caring team. Listed below are volunteer opportunities available during the week. If you are interested or know of someone who is, please contact Volunteer Services at moritz.daniel@marshfieldclinic.org or call 920-887-5988.



Dan Moritz  
Volunteer Services  
Manager

**Gift Shop: Primary responsibilities include** friendly and welcoming customer service with use of phone and cash register. Gift shop is open Monday through Friday with morning and afternoon shifts available. Volunteers will serve in teams of two for each shift to provide an excellent shopping experience to patients, visitors and staff.

**Information Desks: Primary responsibilities include** being friendly and welcoming, showing courtesy and respect for a vast array of patients and visitors, greeting and interacting with patients and visitors, providing direction, walking and pushing wheelchairs. Morning and afternoon shifts are available.

Volunteer information desks are located in the hospital's main lobby and 2nd floor waiting area.

**Hospice: Primary responsibilities include** spending 2-4 hours a week with patient and family in their final moments of life. Hospice volunteers are key to the success of the Hospice team. They may choose to volunteer directly with patients and families or to provide support to the operations of Hillside Hospice. To learn more, contact Hospice Volunteer Coordinator at 920-887-4185.

**Hillside Manor, Eagle's Wings and Remembrance Home: Primary responsibilities include** reading to residents (devotionals, daily newspaper, trivia, books), bingo and playing cards. Activity staff will work with you to facilitate events and activities throughout the week/weekend with times during the day and evening.

**Hillside Manor Beauty Salon: Primary responsibilities include** transporting residents from room to beauty salon and assisting staff to provide residents with shampooing and hair styling.

**Cycling Without Age: CWA Pilots** will give older adults and adults with differing abilities the opportunity and excitement of being outdoors in the fresh air on a trishaw. All MMC-BD trishaw pilots must complete a CWA orientation/training session presented by Wisconsin Bicycle Federation.