



FALL A SEASON OF REFLECTION AND A TIME TO GIVE THANKS.....

The season is slowly but surely transforming right before our eyes. The days have become shorter and the night's a bit colder making way for quiet time to reflect and give thanks. Thanks for the lovely color change of the leaves on the trees. Reflecting, lets us all marvel at the uniqueness of each tree yet mindful it is a part of the landscape of earth. Similar to the St. Joe's volunteers coming from various walks of life with a common purpose to provide comfort, safety, & security measures to our patients, families, and visitors.

Soon the season will make way for family time relishing in each other's company over a home cooked meal sharing and creating great memories. Family connections are formed when a group of individuals gather to partake in a holiday tradition. Thanksgiving dinner not only nourishes our bodies but the personal interactions warm the heart and soul. This is an opportune time to state what you are thankful for and to exchange and show gratitude to those seated around the table.

When each one of you committed to St. Joe's volunteering you became a member of the St. Joe's family. So in my time of reflection and thanks I am very appreciative for the kindness and compassion volunteers continue to show our patients. I am most thankful for the willingness to adapt to change, grow with our programs, and give constructive feedback. For as the volunteer tide turned many of you asked what you could do to assist, you shared best practices, and were open to enhancements all while keeping the focus on our mission statement in the spirit of the gospel.....to be a healing presence in the community.

Just like **Fall** "*Volunteers A Gift To The Community*" in which I reflect and give thanks.....



Attention All Ann Arbor Welcome Ambassadors

Beginning in November there will be a "Volunteer Information Binder" placed at your assigned area. The binder's purpose is to have a formal process of communication between Volunteer Services and all Welcome Ambassadors. Any memo, flyer, or update will have a sign-off sheet for signatures to confirm that you have read the update. This will allow everybody to receive the same message at the same time. Please check the binder each time you volunteer to ensure you are keeping up with volunteer current events.



NEW EXPECTATION/DO NOT FORGET

Turn the Welcome Ambassador Podium around at the end of your shift.

Wayfinding: the act of helping patients to find their way by escorting them to their destination for care. This service excellence standard is **everyone's** responsibility.



October 31, 2018 is the last day to be compliant with this year's **FLU SHOT** requirement. Make sure you have your documents turned into employee health services. Your ability to continue volunteering depends on it. **No exceptions! No Grace period!**

Volunteer Voice: If you have any suggestions on how we can continue to enhance the volunteer experience, please feel free to give us a call or a quick email and we will follow-up with you directly. All feedback is welcomed!

HOMEMADE ICE CREAM by MARTHA STEWART



VANILLA ICE CREAM

Here's the scoop: Homemade ice cream is the ultimate treat and not hard to make. Try one of our classic recipes.

Rich, creamy, and custardy, this is the real deal, made with vanilla beans and heavy cream.

INGREDIENTS

- 1 1/2 cups heavy cream
- 1 1/2 cups whole milk
- 1/4 teaspoon coarse salt
- 3/4 cup sugar, divided
- 1 vanilla bean, seeds scraped and pod reserved
- 6 large egg yolks

Source: Martha Stewart Living, April 2012

Total Time/ 3 hours 35 mins

Prep/ 15 mins

Yield/ Makes About 1 1/2 Quarts

DIRECTIONS:

Combine cream, milk, and salt in a saucepan. Add 1/4 cup plus 2 tablespoons sugar. Add vanilla bean seeds and pod. Bring mixture to a simmer, stirring, about 4 minutes.

2. Whisk together egg yolks and remaining 1/4 cup plus 2 tablespoons sugar. Whisk half the hot milk mixture into yolks, 1 ladle at a time. Pour mixture into pan, and cook over medium heat, stirring constantly, until custard is thick enough to coat the back of a spoon, about 8 minutes.

3. Pour custard through a fine sieve into a bowl set in a larger bowl of ice water; discard vanilla pod. Let cool, stirring occasionally. Refrigerate custard until cold, at least 2 hours and up to 2 days.

4. Chill a loaf pan in freezer. Freeze custard in an ice cream maker according to manufacturer's directions. Transfer to pan. Cover with plastic wrap, and freeze until hardened, at least 2 hours and up to 3 days. (If ice cream is in freezer longer than 2 hours, let soften at room temperature 10 minutes before scooping.)

While volunteering put these practices at the center of your day & positively connect with all the people you encounter.

October

Living the "Core Value" of "Reverence"

I connect with compassion and courtesy

I introduce myself, my role, and my actions

SENSIBILITY:

Caritas & Dignity/ goodwill, compassion, and
a sense of pride of oneself and others.

November

Living the "Core Value" of

"Commitment to those that are poor"

I reach out to those in need

I escort patients/family to their locations

SENSIBILITY:

Solidarity /unity or agreement of feeling or
action, especially among individuals with a
common interest; mutual support within a
group.

"The Reverence Poem"

A Stranger stood by the old Church door, His clothes were old and worn; His shoes were scuffed and the soles were loose, His coat was ragged and torn.
I paused as I saw him standing there, His hair was thin and gray, And I wondered, "Should I ask this man to come with me to pray?"
So I went to his side and softly asked, "Old man, what is your name?" Then he answered me and turned around and I noticed he was lame.

His foot was red and swollen and I thought of the pain he bore, But he said not a word of his worry or pain as together we stepped through the door.
We sat in the back of the old white Church and bowed our heads to pray, but he rose after staying less than an hour, explaining he could not stay.
I quickly rose to follow my friend, but when I reached the door. The man gone, He'd vanished from sight, and I thought I would see him no more.

But there he was on the step of the Church so I went to him and said, "Old man, why can you linger not?" And I watched as he bowed his head.
"This is a house of worship. It's God's own house you say: You teach that He is with you all that He listens while you pray.
"We love Thy House, O Lord," you sing in loud and joyous strains, but His sweet spirit does not dwell where such irreverence reigns.

"Folks giggle, whisper, laugh and talk In God's own house of prayer, and when the people act this way His spirit is not there."

He rose and left me all alone, and I watched as he walked the road, and realized he'd come to Church to ease his heavy load.
But once again he'd left unhelped His sorrow even more, And I thought how right that man had been As I listened at the door.
The noise and whispers from within Now reached my opened ears, and suddenly I realized that
I hadn't listened in years.

I'll never forget that way that I felt As I stood at the door on that day And listened, while unknown to them Through irreverence they drove God away.
Since that day forth I've asked this prayer and maybe you should too, "Dear Father in Heaven, please help us all to show more reverence to you."

October Birthdays!



St. Joseph Mercy- Ann Arbor

<i>Linda Rein</i>	<i>1</i>
<i>Nicole Harden</i>	<i>6</i>
<i>Aly Canlas</i>	<i>14</i>
<i>Renee (Huahua) Li</i>	<i>14</i>
<i>Ray Hough</i>	<i>15</i>
<i>Barb Watson</i>	<i>19</i>
<i>Ellie Nguyen</i>	<i>21</i>
<i>Bailey Schneider</i>	<i>22</i>
<i>Molly Milligan</i>	<i>24</i>
<i>Kassie Pedigo</i>	<i>25</i>
<i>Katelyn Koenig</i>	<i>25</i>
<i>Anya Rutz</i>	<i>27</i>
<i>Melanie Ermsler</i>	<i>29</i>
<i>Steven Stout</i>	<i>30</i>
<i>Minjung Yu</i>	<i>31</i>

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<i>Lori Heltz</i>	<i>11</i>
<i>Resie Ziegel</i>	<i>18</i>
<i>Karen Olthoff</i>	<i>23</i>
<i>Phyllis Main</i>	<i>29</i>
<i>Yvonne Shelhart</i>	<i>23</i>
<i>Judy Smith</i>	<i>24</i>

St. Joseph Mercy- Brighton

<i>David Huff</i>	<i>20</i>
<i>Mary Denning</i>	<i>20</i>
<i>Barbara Fessell</i>	<i>28</i>

St. Joseph Mercy Canton

<i>Julie Mata</i>	<i>7</i>
<i>Arslan Fahim</i>	<i>17</i>



November Birthdays!



St. Joseph Mercy- Ann Arbor

KHANG HUYNH	1
LEENA FARHA	1
CAMILLE MCKINNEY	2
LORAYNE HARBISON	2
ANNIE MEI	3
BESSY VILLAFRANCA	4
CHISHARA RICHARDSON	4
FLORENCE LAWSON	4
HANNAN SHER	5
CECILLIA AQUILAR	10
TERRIE LUTES	11
AMARIA HIXON	12
SHARON BURZAN	12
ELIZABETH WINTER	13
ELAINE HEATON	13
GAIL RYAN	15
KAREN DIAZ	15
GAIL ZILLICH	16
ANN HUNGERMAN	19
JUDY SMITH	20
MARLENE MORGAN	20
MEGAN CARLISLE	21
SNEHA DODABALLAPUR	21
IAN URZIA	23
QUYNH TRAN	23
KAREN ZORNEY	24

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THOMAS HOSMER	3
TYLER SCHMIESING	10
JUDITH SWALLOW	11
PATRICIA BESSESEN	12
LOIS DAVENPORT	13
DEDI HO	16

St. Joseph Mercy- Brighton & Canton

GEORGA CONANT	10
RUSSELL HUDSON	22
HANNAH HAMILTON	29
<u>Canton</u>	
HIBAH MOHAMMED	23

St. Joseph Mercy Ann Arbor Part 2

SHARON ANDRIOLA	25
TOMOHIRO KO	25
CATHERINE BELCHER	28
ROBERT NOWLAN	28
YIFAN WU	29
THERESA BEDOLLA	30

If you are interested in any of the posted volunteer opportunities, please apply or call:

- Livingston & Brighton:
517-545-6121
stjoeslivingston.org/volunteering-livingston
- Ann Arbor & Canton:
734-712-4164
stjoesannarbor.org/volunteering

Livingston Book and Magazine Cart



We are looking for volunteers interested in bringing reading materials to our patient, family and visitors areas.

This role consist of pushing our book cart, keeping our family waiting areas stocked with neat and current items.

A requirement is to have great customer service skills to interact with people and organization skills to maintain the materials. There is training for wayfinding.

Coming to the Ann Arbor Campus Soon A New Volunteer Role

Partner with the St. Joe's Social Workers as a compassionate & caring telephone "friendly caller" to recently discharged inpatients. The role requires individual with great phone etiquette, ability to follow scripts, and have a listening ear.

- ✚ Training will be provided.
- ✚ Kick-off sited for November 2018

If you are interested please contact me via email at lisa.austin@stjoeshealth.org
In the subject line type: **New volunteer role**

Sewing Opportunity:

Would you like to assist with making lap blankets and activity vest to assist with our creative arts program? If so, please reach out to our department and leave your name, and callback info for follow-up. Please indicate your interest is in sewing.

Volunteers needed as **Welcome Ambassadors**, **Unit Ambassadors**, **Book Cart Ambassadors**, & **Creative Arts Ambassadors**. Some locations are inpatient units, new cancer center, and Reichert building.

Tell a friend, a neighbor, or retiree to apply now. Send them to our webpage and share your great experiences.

