



***"SOOTHES THE SOUL"***



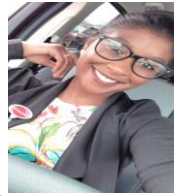
Ray Hough, volunteer musician with our healing arts program at St. Joseph Mercy Ann Arbor hospital, will be playing at the Ann Arbor District Library, downtown branch at 5th Avenue and William Street. The date is Thursday June 14, 2018. His performance will start at 7:00 pm and run until 8:15 pm. Admission is free (Ray is volunteering here too, and the show is part of the library's community outreach efforts). He plays guitar and the ukulele. The music is mostly folk or folk-flavored vocals, with occasional forays into country, calypso, and songs from Scotland and Hawaii. The family-friendly show is called "Songs for Optimists." An optimist is one who has an inclination to put the most favorable construction upon actions or events to anticipate the best possible outcome. They are hopeful and confident about the future.....sounds like music to soothe the soul. Come out and support one of our own.



*All Are Welcome.*



## VOLUNTEER SERVICES SPRING/SUMMER INTERN



*Ms. Diamond Hamilton*

Hello everyone,

My name is Diamond Hamilton and this semester, I have the opportunity to complete an internship within the Volunteer Services department. Currently, I am a senior at Western Michigan University majoring in Interdisciplinary Health Services for Occupational Therapy with a minor in Holistic health & wellness and Psychology. I will receive my undergraduate, Bachelor of Science degree on June 23, 2018.

After graduation, I plan to attend graduate school to obtain a master's degree in Occupational Therapy. I am very passionate about helping others and during my spare time, I enjoy being with my family and friends, watching movies, going on nature walks and merely anything that involves being outside. Interning here at St. Joseph Mercy Health Ann Arbor & Livingston has been such a great experience thus far. I'm thankful for the opportunity to gain insight and exposure of the inner workings of the healthcare system from an administrative and clinical aspect. I am delighted to be a part of this team, eager to develop new relationships, and further my knowledge within the healthcare field.



New Radiation Technology and  
Varian True Beam® Linear Accelerator  
Open House & Ribbon Cutting

***BRIGHTON*** - Join us as we celebrate the latest technology in Radiation Oncology, and see our new Varian True Beam® Linear Accelerator at St. Joseph Mercy Brighton Cancer Center. Enjoy light refreshments, tour the Cancer Center and talk with our medical experts, clinical trials staff, genetic counselors and social workers. A short program will begin at 5:30 p.m., and we will take time to recognize National Cancer Survivors month by honoring the strength and courage of all cancer survivors, remember loved ones and all those who have been touched by cancer.

Tuesday June 26, 5:30 p.m.

St. Joe's Brighton Cancer Center  
7575 Grand River, Brighton, MI.

## Skinny Cheesecake with Strawberries



❖ <https://www.joyfulhealthyeats.com/skinny-cheesecake-with-strawberries/>

### Ingredients

- ❖ 1 cup 2% plain Greek yogurt
- ❖ 1/3 cup white sugar
- ❖ 1/2 teaspoon vanilla bean paste
- ❖ 1 large egg
- 1 1/2 teaspoon of cornstarch (or arrowroot)

### Strawberry Topping:

- ❖ 2 cups strawberries, sliced
- ❖ splash of water
- ❖ drizzle of honey
- ❖ extra yogurt, for garnish

**Source:** This recipe is from the cookbook

[Sweet & Simple](#) by: Christina Lane.

- ❖ Prep time: 4 Hours
- ❖ Cook time: 30 min
- ❖ Total time: 4 hours 30 min
- ❖ Yield: 2 servings
- ❖ Category: gluten free, desert, kid friendly



### Instructions

- ❖ Preheat the oven to 375 degrees and fit two mini 1-cup jars into a baking dish. Fill the baking dish with water so the water comes up the sides of the jars about 1". Set aside.
- ❖ In a mini food processor, combine the yogurt, sugar, egg, vanilla, and cornstarch. Pulse until well blended.
- ❖ Divide the mixture between the jars and bake for 23-26 minutes – the tops will appear set and may even start to turn very light brown.
- ❖ Cover the jars and chill in the fridge for at least 4 hours.
- ❖ Meanwhile, make the strawberry topping in a small saucepan, combine the sliced strawberries with a splash of water.
- ❖ Cook over medium heat until they collapse and the sauce starts to thicken, about 5 minutes.
- ❖ Remove from heat and stir in honey to taste.
- ❖ Let the strawberry sauce cool then divide it evenly on top of the cheesecake jars.
- ❖ Garnish with extra yogurt and more fresh strawberries.

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

## Living the "Core Value" of Integrity Part 2

*We are faithful to who we say we are.*

*I practice gratitude.*

*I am a champion for St. Joe's mission and core values.*

*Be kind to one another.*

## SERVICE EXCELLENCE STANDARDS

### AIDET

AIDET is a communication framework used to guarantee a customer receives the necessary information when you introduce yourself.

Acknowledge-Greet the patient, visitor or colleague

Introduce- Introduce yourself and your role.

Duration- How long will this take? How long will the wait be?

Explanation- What and why is this being done

Thank You- Thank you for trusting St. Joe's for your health care needs

### *Did you know that an essential volunteer trait is – Integrity? Part 2*

**Integrity:** Professional integrity means that you commit to providing the best guidance and care with the resources available. You share your knowledge, yet remain open to technologically appropriate solutions. You share your passion for health care and provide dependable service to your colleagues. You take initiative and willingly challenge yourself to meet the goals of your assignment. You act as an ambassador, mindful that your work and behavior reflect on more than just yourself. You respect differences in culture, but remain true to your personal values.

Famous healthcare volunteer integrity quotes:

✚ *Remember to be respectful, flexible, and open-minded. We have as much to learn as we have to teach. When you are frustrated that things don't seem to be done in the manner you think correct, take a deep breath and try to understand the whole picture. Try to find out what your hosts need."*

*-HVO Volunteer to Uganda*

✚ *Class is the impartial, consistent display of emotional integrity.*

*-J. Frederick Millea*

## St. Joseph Mercy- Ann Arbor

<i>Ge Zhu</i>	<i>2nd</i>
<i>Jennifer Wortman</i>	<i>4th</i>
<i>Peter Hnsen</i>	<i>5th</i>
<i>Sondra Creech</i>	<i>5th</i>
<i>Melissa Sharpsteen</i>	<i>7th</i>
<i>Ahmed Ftouni</i>	<i>9th</i>
<i>Ashli Generette</i>	<i>9th</i>
<i>Christopher Bracken</i>	<i>9th</i>
<i>Katie Sterzinger</i>	<i>9th</i>
<i>Mary Pizzimenti</i>	<i>9th</i>
<i>Steven Vilianti</i>	<i>9th</i>
<i>Karen Landi</i>	<i>10th</i>
<i>Met Gebreyesus</i>	<i>10th</i>
<i>Sally Daniels</i>	<i>10th</i>
<i>Ruchica Chandnani</i>	<i>15th</i>
<i>Florence Y. Gasdick</i>	<i>17th</i>
<i>Sandra Clauson</i>	<i>17th</i>
<i>Collin Blakita</i>	<i>19th</i>
<i>Kimberly Lebioda</i>	<i>19th</i>
<i>Linda Evanoff</i>	<i>19th</i>
<i>Maria Polom</i>	<i>19th</i>
<i>Joy Pomerville</i>	<i>20th</i>
<i>Jordan Anheuser</i>	<i>21st</i>
<i>Thomas Cassidy</i>	<i>21st</i>
<i>Ali Attar</i>	<i>22nd</i>
<i>Matthew Wilson</i>	<i>28th</i>

## St. Joseph Mercy- Livingston



*Ronald Clark*  
*5<sup>th</sup>*

*&*

*Katherine Allen 20th*

## St. Joseph Mercy- Brighton



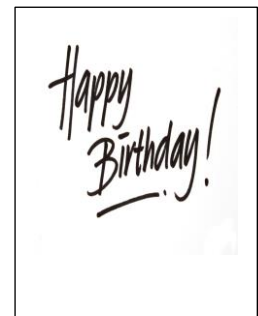
<i>Terra Lomber</i>	<i>2nd</i>
<i>Anthony Martin</i>	<i>13th</i>
<i>Beverly Griffin</i>	<i>14th</i>
<i>Hildegard Kirsch</i>	<i>14th</i>
<i>Virginia Zureki</i>	<i>14th</i>
<i>Claudia Welch</i>	<i>24th</i>

## St. Joseph Mercy Canton

*Janvi Patel*  
*26<sup>th</sup>*

*&*

*Manha Azam*  
*26<sup>th</sup>*



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

- [Lisa.Austin@stjoeshealth.org](mailto:Lisa.Austin@stjoeshealth.org)  
Manager, Volunteer Services
- Livingston & Brighton:  
517-545-6121
- Ann Arbor & Canton:  
734-712-4164
- Or visit  
[stjoesannarbor.org/volunteering](http://stjoesannarbor.org/volunteering)  
for more information on open volunteer programs.

## 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 Attractions:** Unit Ambassadors, a newly developed inpatient volunteer role is on the horizons. In this role volunteers will welcome newly admitted patients and re-orient them and their family to amenities within the room, review best practices they can expect, and special services available to patient & families on the campus. If you are warm and pleasant, and can deliver information in a clear, concise, and compassionate manner this may be the role for you.

More information on how to apply will be coming soon.

## Brighton & Livingston Welcome Ambassador

This customer focused opportunity is for friendly individuals with great people skills to assist in creating a great first impression of St. Joe's. You will greet and assist patients as they arrive and make sure their needs are met (questions answered, wayfinding to their destination, etc.). Great customer service skills are a must; as is the ability to push wheelchairs and walk distances easily while guiding visitors to their location. This is an amazing way to help those in need and make their visit more comfortable. Volunteers are needed Tuesday through Friday from 4-8 pm, and weekends at Livingston. Shifts vary Monday through Friday in the Brighton Health Center.

Please apply online at [stjoeslivingston.org/volunteering-livingston](http://stjoeslivingston.org/volunteering-livingston) under the Resource Center and for more program information look under the "Welcome Ambassador" tab.

Wayfinding & Service Excellence Standard training provided.

