

News for Volunteers

of Mercyhealth Hospital- Rockford

Hospital - Auxiliary - Community

October-December 2018

Happy Fall! Can you believe we're nearing the end of October already? I hope you had a wonderful summer and are now enjoying the crisp sunny days of fall. A lot of exciting things have occurred at Mercyhealth the past few months and so much more is yet to come! Let me share some of what has happened so far with the Volunteer Services and Auxiliary office.

Before I begin though, Karen and I would like to send a **HUGE THANK YOU** to all the volunteers we have been calling upon to help fill in open shifts in patient services, gift shop, thrift shop, and other areas. You have been life savers these past few months!

In March, we began our volunteer recruitment campaign to recruit volunteers for the Riverside campus. Many thanks to Bob and Carole Kruse for being our model volunteers. Their friendly, smiling faces have appeared on billboards across town, on our postcard mailers, Facebook page, and on the MercyHealthSystem.org/volunteers website. Thanks to our Marketing Department team, we have received a lot of media coverage to spread the word about our wonderful volunteer program. We held a few Open House events and met some amazing people. We just recently had a couple additional "meet and greets" and received a good turnout. We held many interviews and orientations all the way through September.

In June, we started 50 new Cuddler volunteers for the Neonatal Intensive Care Unit. We also on-boarded approx. 100 volunteers for the Riverside campus, and some started on the Rockton Avenue campus while waiting for the new hospital to be completed. We are continuing the on-boarding process of additional volunteers that have signed on this past month. Karen and I would like to send a great big **WELCOME** to all our incoming volunteers. We are excited and look forward to getting to know you and work with all of you. Training will begin the end of October of all volunteers assigned to the Riverside campus. See page 4 for the training schedules.

As you know, we have been working on plans to move some of our units to the Riverside campus. **Move day is Saturday, January 5, and Sunday, January 6, 2019.** All our NICU, Pediatrics, PICU, Maternity Center, some of our Gen. Surgical, Ortho Surgical and Medical Telemetry patients will be moved, as well as some of our physician specialty clinics. We are asking all our volunteer and employee partners to help during the weekend move.

We will also host some fun partner and community open house events to showcase our beautiful new hospital to not only our partners and families, but also our community. We are asking for your help with these events as well. On page 5 you will find a list of dates and tasks we are trying to fill. We are hopeful that many of you will be able to help.

October 31 is the deadline for all partners and volunteers to comply with their annual flu shots. If you have not yet received your flu shot, please contact the **Occupational Health Department at (815) 971-5180. They are located in building #1, first floor at 2300 N. Rockton Avenue.** If you are unable to have the flu shot for medical reasons or for philosophical reasons, please call our office to get an exemption form. If you are completing the form for medical reasons, your physician must also complete and sign a section of the form. If for philosophical reasons, you can complete the form and write a comment as to the reason. All exemptions will be reviewed by a committee for approval or denial. If you get your flu shot at your doctor's office or pharmacy, please be sure to bring us a copy. **If you have not complied with this mandate by November 20, unfortunately, we will have to remove you from our volunteer schedule until you fulfill this requirement.** Although some of our volunteers do not work in clinical settings, such as the thrift shop, gift shop, or offices, as a volunteer for a healthcare organization, by The Joint Commission's Standards, you fall into the healthcare organization's umbrella, therefore, everyone must comply with the requirements.

A couple of weeks ago we found out from a few of our new volunteers that they received a bill from Occupational Health for their screening tests. If you received a bill from our Occupational Health, please do not pay it, destroy it. We cover all costs for volunteers. Unfortunately, when we merged our EPIC electronic medical record system, there was a glitch in the billing cycle. Our IS analysts are working with the EPIC team to identify why this is happening. They currently have a workaround in place where the billing is removed from the system, however, some of the bills are not caught on time prior to mailing out, as it is an automated system. We apologize for any inconvenience this may have caused you.

With this newsletter, we are enclosing a few additional items.

1. An invitation to our **Auxiliary's Annual Meeting Luncheon**, which will be held on **Wednesday, November 7, at Franchesco's Restaurant. Please RSVP by October 31 latest.** This is the time for us to celebrate our annual accomplishments, not only in donated time, but also in financial contribution.
2. Our **Annual Contribution appeal letter** and return card. Our Auxiliary has not required annual dues for quite a few years. However, the Board annually asks all our volunteer membership to consider a donation to assist with some of the special projects and events we hold every year for the benefit of our patients, families and community. Please consider donating. Any amount is greatly appreciated. For easier access, you can donate online at www.MercyhealthRockfordAuxiliary.org

3. Our third annual **HOLIDAY MARKET will be held November 13-15** in Café 2400 at the Rockton hospital. Invite your family and friends and come shop for that perfect holiday gift, tasty gourmet dips, or home décor! There will be daily drawings for beautiful gifts, and free cookies. **If you enjoy the holidays and would like to help out, we would love to have you join us.**

In order to keep our personal email inboxes from becoming bogged down, we recently established a new email address for our department. If you need to send your RSVP for the luncheon, or sign up to assist at any of the events, please use the following email address: volunteerservicesrfrk@mhemail.org. You can continue to use our personal emails for any other communication.

On **Veteran's Day, November 11**, we honor and thank our volunteer veterans and military personnel by presenting all of you with a small token of our appreciation. Inasmuch as we do not get to see each of you on a daily basis, please stop by our office to pick yours up. Accept our gratitude for your service to our country and giving of yourself, so we can all enjoy our freedom. Our office hours are Monday-Friday 8a.m.-4:30p.m. Because we will begin training at the Riverside campus, please be sure to call first to make sure one of us is in the office. We apologize for any inconvenience.

Members from our Mercyhealth Rockford Memorial Auxiliary Volunteers Board and the Mercyhealth Association of Volunteers Board in Janesville, are working on identifying a new professional look for all Mercyhealth volunteers system-wide. We will be meeting by the end of October to finalize the new attire and we will present it to our membership soon.

Plans are underway for the annual Thanks for Giving dinner. Fliers will be posted in all volunteer area bulletin boards some time in November. Please take some time to read fliers so you don't miss out on any fun events! A reminder:

You MUST bring your volunteer I.D. badge in order to be served. NO Exceptions! This meal will only be served to partners – no guests please. As in past years, we will be collecting non-perishable food items for our local food pantries to help those in need. If you prefer to make a monetary donation, collection boxes will be available.

Our Auxiliary Board will once again be busy for the Holidays, providing hats and gloves, hygiene products and assorted items to students at our partner schools; Conklin and Welsh Elementary Schools, and West Middle School. If you would like to help with this project, please let us know. It always warms our hearts to see how appreciative the children and teachers are.

A lot of work is happening right now to set up the new gift shop at the Riverside campus. The staff and gift shop board have been busy purchasing beautiful merchandise and unique gifts, working with the architects and designers on choosing all the finishes, furniture, and everything needed to establish a new shop. We are hoping to move all the merchandise and set up the shop by the beginning of November.

Many of you may not know, when the Rockton hospital suffered a water event in June, our gift shop office and stockroom were impacted. A lot of our merchandise and office furniture, files, and so much more, were destroyed. We have all worked hard to bring whatever we could salvage and relocate it temporarily into the Volunteer Services offices and conference room. It has been very challenging moving in a very confined space. We are not only receiving merchandise for the Rockton shop, but also the Riverside shop and all the Holiday Market merchandise.

I would like to thank our gift shop supervisor, Judi Boehle, our gift shop clerk, Georgene Callies, our volunteer coordinator, Karen Hargraves, all the gift shop volunteers and board members for stepping up and helping out during the last few months. We hope that we will be able to move into the new remodeled space by mid-November – before we open the Riverside gift shop.

A couple of exciting and fun upcoming events for the Mercyhealth Development Foundation:

2018 Mercyhealth Gala – Saturday, November 10, 2018; 5:30 pm; Mercyhealth Riverside Campus, Rockford. Join us for a spectacular evening as we unveil our new, state-of-the-art facility and raise funds for the new rooftop garden. This premier event features a gourmet dinner, tours, incredible silent and wine auctions, and lively dancing to the sounds of 7th Heaven. Tickets: \$250 each with sponsorship opportunities available. Visit MercyhealthGala.org or contact the Foundation at (815) 971-4141.

Raffle tickets are also being sold in the Auxiliary Gift Shop and Auxiliary Thrift Shop for some amazing prizes:

Grand Prize: \$2,500 Shopping Spree at Gruno's Diamonds
 Second Prize: \$2,000 Floor Covering from Carpetland USA
 Third Prize: \$1,000 Cash donated by Hagney Architects
 Fourth Prize: 128GB Apple iPad w/keyboard donated by Fehr Graham

Raffle tickets are \$5 each or 5 for \$20

Proceeds benefit the rooftop healing garden at the new Mercyhealth Riverside Campus.

Holiday Toy Drive – Thursday, Dec. 13, 2018; 7:30 am; Café 2400, Mercyhealth Hospital—Rockton Avenue, Rockford. Join us as we build smiles and piles of toys for our pediatric patients. Festivities include breakfast, inspirational testimonials from patients and families, holiday music and a visit from Santa. Toy or cash donations appreciated as toys are used year-round to comfort and bring cheer to children who are receiving care throughout Mercyhealth. Contact the Foundation at: (815) 971-4141.

Karen and I would like to welcome to our office Colette Finn. Colette works in the Volunteer Services offices at Mercyhealth Hospital and Trauma Center in Janesville, WI. She is now helping our office on Thursdays. Please welcome Colette to Rockford. She will be working closely with Karen and I on many of our projects.

Please take a few minutes to review all the attachments and reply accordingly. If you should have any questions please feel free to contact our office at (815) 971-6284.

NEW Service Offered

To help improve our patients' and families' experience while at the hospital, we began a new service in June. We now provide complimentary coffee, lemonade and cookies to families, and sometimes patients, in many of the waiting rooms around the hospital. We are aware of how anxiety can impact the family members as they are waiting for a loved one having a procedure or test, providing a complimentary treat from a friendly, kind and compassionate volunteer can really help them get through a difficult time. We have had a great response and the volunteers who are currently doing this say how wonderful it is to be able to do that for the families. They have received very positive feedback and we hope this will make an impact in our patient experience scores.

We are looking for additional volunteers to help with this coffee cart service at the Rockton and Riverside hospitals. Because we want to make it worth your while when you come in, we will be combining the newspaper/magazine delivery with the coffee cart service as we basically cover the same waiting rooms. This service shift is from approx. 10-11:30am, Monday through Friday. Please let us know if you would be interested in helping out with this service. Karen and I have both taken the time to do this and we have thoroughly enjoyed meeting the families and patients – it really brightened our day!

As volunteers, you can make a huge difference in the lives of our patients and families. Many times you are the first person and the last person a patient comes in contact with. Remember that we are all here to help our patients and families through a difficult time. A simple smile and greeting can make their day. Practice the standards and behaviors outlined in our CMOS (Critical Moments of Service).

Continue the great work you do every day to enhance our patient's excellent experience.

Karen and I wish you and your family a happy Thanksgiving, and Joyful Holiday season. We thank you for all you do for our patients, families, visitors, and partners, and for having a passion for making lives better in our hospital and our community.



Upcoming Events

November 6	Election Day
November 7	Auxiliary Annual Meeting Luncheon Franchesco's Restaurant
November 11	Veterans Day
November 13-15	*Holiday Market – Rockton Ave. Café 2400 Tuesday and Wednesday, 9a.m.-6p.m., Thursday, 9a.m.-3p.m.
November 22	Thanksgiving Day – Volunteer office, gift shop, thrift shop and all volunteer areas are closed
November 17	Bus trips for Holiday shopping in Chicago \$22 per person – SEE BELOW
December 3	First Day of Hanukkah
December 6-8	*The Nutman nut and candy sales – Café 2400 Wednesday, 10a.m.-2:30p.m. Thursday and Friday, 8:30a.m.-2:30p.m.
December 7	Pearl Harbor Remembrance Day
December 13	Development Foundation's annual Toy Drive Café 2400 Atrium – 7:30a.m.
December 25	Christmas Day – Volunteer office, gift shop, thrift shop and all volunteer areas closed
December 26	Kwanzaa begins
January 1, 2018	New Year's Day – Volunteer office, gift shop, thrift shop and all volunteer areas closed

* Sale profits benefit the Mercyhealth Rockford Memorial Auxiliary for special projects such as the Ronald McDonald Care Mobile, patient care items and Scholarships.

Saturday, November 17 CHICAGO HOLIDAY SHOPPING Michigan Avenue, Chicago \$22 per person

Two pick-up/drop-off locations:

[Mercyhealth Hospital and Trauma Center](#)

Employee parking lot

Mineral Point Ave. and N. Washington St. Janesville OR

[Mercyhealth Rockton Campus](#)

Employee parking lot W

2400 N. Rockton Ave., Rockford

Departure/pick up times:

Arrive and check in at 7:30 am

Buses leave promptly at 8 am and return at 8 pm

Partners and their friends and family are welcome!

Space is limited—register early. We cannot accept registration without payment.

Register no later than Friday, November 2

Register at TheWireMercyhealth.com or visit the Volunteer Services Office for assistance.

Click on the Holiday Bus Trip banner

Payment options available during registration

Checks may be sent to Renee Dooman in Human Resources in Janesville. Make checks payable to Mercyhealth - **No refunds**

Questions Contact Renee Dooman at (608) 756-6552 or

rdooman@mhemail.org

TRAINING SCHEDULE FOR ALL VOLUNTEERS ASSIGNED TO THE MERCYHEALTH RIVERSIDE CAMPUS

The first training will cover our Environment of Care (EOC) and Evacuation Process, along with a tour of the hospital to become oriented to the facility. I. D. Badges will not be provided until mid-late November. Rockton hospital volunteers transferring to Riverside will need to have I.D. badge revised. **This training also includes all volunteers currently volunteering at the Rockton campus**, such as:

- NICU Cuddlers
- Pediatrics-Pediatrics Outpatient/IVT
- Patient Transport
- Gift Shop
- Greeter Information Desk

Please report to the second floor main entrance. Take Riverside Blvd. to the hospital campus – 8201 East Riverside Blvd., Rockford, IL 61114 Take the first right entrance to the hospital and go up hill. Park in the parking lot closest to the main entrance. This entrance faces Riverside. Karen or I will meet you at the entrance and take you to the conference room. Please wear comfortable closed shoes as you will be walking for 45-60 minutes. We can accommodate groups of 20-25 per class.

Email us at volunteerservicesrfk@mhemail.org or call (815) 971-6284 with the date and time that works best for you for each of the trainings.

EOC Class dates:

- Tuesday, October 30
- Thursday, November 1
- Thursday, November 8
- Wednesday, November 14

Class times for each day are as follows:

- 8-10am
- 10:30am-12:30pm
- 1:30-3:30pm

SERVICE AREA SPECIFIC TRAINING

Service	Monday, November 26	Tuesday, November 27	Wednesday, November 28	Friday, November 30	Wednesday December 12	Thursday, December 13	Wednesday, December 19
Patient Transport	8-10am	10:30am-12:30pm	1:30-3pm	10:30am-12:30pm	8-10am	1:30-3pm	10:30am-12:30pm
Greeter Desk	10:30am-12:30pm	1:30-3pm	8-10am	1:30-3pm	10:30am-12:30pm	8-10am	1:30-3pm
All other service areas (Emergency, Outpatient Surgery, Mail Room, Coffee Cart, Pet Therapy)	1:30-3pm	8-10am	10:30am-12:30pm	8-10am	1:30-3pm	10:30am-12:30pm	8-10am
Gift Shop		10:30am-12:30pm 1:30-3pm	10:30am-12:30pm 1:30-3pm		10:30am-12:30pm 1:30-3pm	10:30am-12:30pm 1:30-3pm	

Above is the training schedule for each service area.

- Emergency Room and Outpatient Surgery Volunteers, we will show you around the unit to familiarize you. However, because there are no patients and minimal staff, the best time to train you will be once the patients are moved into the hospital.
- Pet Therapy, Mail Room and Coffee/Newspaper Cart Volunteers, we will review job description and identify the areas you will be covering.
- Gift Shop Volunteers, you will NOT be able to begin training until late November-beginning of December as our POS register system will not be installed until then. However, if you are able to, we can start training at the Rockton gift shop the beginning of November. Please contact us and let us know.

A lot of exciting events are happening during the next couple of months. Your help is greatly appreciated with the following upcoming events.

Please email us at volunteerservicesrfk@mhemail.org or call (815) 971-6284 with the project/task you would like to volunteer in, and the date and time you are available.

Holiday Market – Café 2400, Rockton Ave. Hospital:

<u>Tuesday, Nov. 13 and Wednesday, Nov. 14</u>	<u>Thursday, Nov. 15</u>
7-11am	7-11am
11am-3pm	11am-3pm
3-7pm	3-6pm

OPEN HOUSE EVENTS – RIVERSIDE HOSPITAL

- Partner and family Open House - Saturday, Dec. 1, 8:30am-4:30pm
- Community Open House – Saturday, Dec. 8, 8:30am-4:30pm
- Chamber of Commerce Business after 5 Ribbon Cutting Event – 5-7:30pm (Open House for Community Leaders)

Volunteers needed to assist with:

Tours – tours are self-guided, however, volunteers are needed at specific areas to ensure visitors are not going into restricted areas.

40 Volunteers will be needed per shift – 2, 4-hour shifts (total 90 vols.)

Staff or other volunteers will be rotating giving breaks. Food and drinks will be provided.

Tasks consist of:

- Stand at specific areas and guide visitors
- Operate the elevators (8 elevators)
- Assist in cafeteria dining area - tour ends there where refreshments and entertainment will be (show visitors where food and drinks are located, help to clean up tables, escort people out)
- Oversee the door prize gifts and baskets
- Gift shop volunteers will be asked to work in the shop as shop will be open for business

We will also have an expo table, promoting our volunteer services.

- We would like to have **ALL of our pet therapy teams** take part, to promote our Pet Therapy Program and to provide a calming atmosphere. Shifts can be broken down in 2 to 3-hour increments from 9am-4pm.
- We will be near the first floor main entrance to allow for easy access to the outside should there be a need.

MOVE IN DAYS – Riverside Hospital

- Saturday, January 5 and 6, 6am-? (shifts to be determined) Please advise us if you are able to help and what hours you may be available
- Reunification of patient and family
- We will be located on the ground floor in the cafeteria dining area
- Assign family members a pager and keep track of them
- Be hosts/hostesses – make family members feel comfortable as they will be very anxious – offer refreshments
- We would like to have **ALL of our pet therapy teams** take part to keep anxiety levels down
- We will need 6-8 golf cart shuttle drivers to assist family members from parking lot to proper entrance.
- We will need 6-8 volunteers at first floor entrance to assist family members to ground floor cafeteria
- We will need 10 volunteers per shift to continually take family members up to patient room once patient is ready to receive them.

MOVE IN DAYS – Rockton Hospital

Saturday, January 5 and 6, 6am-? (shifts to be determined) Please advise us if you are able to help and what hours you may be available

Assist with crowd control to allow teams moving patients to get through hallways quickly and into the waiting ambulances

Assist with elevator hold for transport teams only – no employee partners or visitors

Assist with patient transport for those patients that will be discharged instead of moved

As we near the hospital's opening, we may realize other areas in which volunteers are able to assist. We will keep you informed.

