

# Volunteer Vibe

Oakwood Volunteer Newsletter – Dedicated to “Oakwood Volunteers”

## In this Issue

Pg 2	Message from Brian Connolly
5	Volunteers in the Spotlight by Ryan Marchand
7	Volunteer Recognition Events - Pictures
12	Bravo - Bringing Recognition and Value to Others
13	Parish Nursing by Cathy Stock

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### Oakwood Volunteer Vibe Newsletter Guidelines

#### Mailings

If your address changes, please notify your volunteer office immediately. Newsletters delivered to an obsolete address will not be re-mailed.

#### Submission of Articles and Copyright Policies

Submission of articles and photographs are encouraged and will be printed as space permits. The Editor reserves the right to print, edit, or reject any materials received based on appropriateness, length, grammar, or material flow.

To submit an article, photograph, or correction, electronic submission is preferred. Email text in Word format and photographs as .jpg files. Hard copy items may be mailed to the Oakwood Volunteer Office Newsletter Editor. All materials submitted become the property of the Oakwood Volunteer Newsletter, and hard-copy items will not be returned unless requested and accompanied by a self-addressed, stamped envelope.

All photographs must be accompanied by a note of permission to use from the owner.

*Message from Brian Connolly*  
President & CEO – Oakwood Healthcare, Inc.



**Oakwood®**  
We specialize. In you.™

## Note from the CEO for quarterly Volunteer Newsletter

To our Oakwood volunteers,

I appreciate your ongoing commitment of time and talents to benefit Oakwood. I believe you do this because you want to make a positive difference in the lives of others. I assure you that your contributions matter a great deal to those who come to us for care and comfort.

You may not always see the impact of the good work you do, so please remember this: simply by sharing your compassion with others, you help people heal. As Aesop wrote, ***No act of kindness, no matter how small, is ever wasted.***

Thanks for being an Oakwood volunteer and for your dedication to helping those we serve.

Brian M. Connolly  
President & CEO  
Oakwood Healthcare, Inc.

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## Volunteer Vibe is a Green Newsletter



**If you receive a hard copy and would like to save Oakwood printing and mail costs please e-mail the editor at [VolunteerNews@oakwood.org](mailto:VolunteerNews@oakwood.org) and provide your e-mail address.**

## Welcome New Volunteers May, June, July

### Annapolis

Rizwan Ahmed  
 Kaylee Arella  
 Leena Bawa  
 Michael Childress  
 Deepak Chilla  
 April Clarin  
 Kailey Coleman  
 Nancy Crossland  
 Asha Dixon  
 Avinash Dutt  
 Laura Fcasni  
 Shalaya Frye  
 Jennifer Gabo  
 Matthew Gaydos  
 Amandeep Gill  
 Manpal Gill  
 Elena Gueorguiev  
 Samantha Haskin  
 Amanda Holgate  
 Christopher Jones  
 Steven Jones  
 Rohini Kalakuntla  
 Amanda Kassem  
 Patricia Montayne  
 Michelle Nguyen  
 Kuldeep Patel  
 Cassidy Porter  
 Katie Sanders  
 Ryan Scamp  
 Aftab Shaik  
 Stacey Sims  
 Navdeep Singh  
 Andrew Stoutenburg  
 Martin Ulrich  
 Jennifer Wasinski  
 Janesha Whaley  
 Venkata Yadati

### Heritage

Kristen Ball  
 Julius Beregszaszy  
 Bianca Drazek

Tamisha Hill  
 Laurel Hunter  
 Abdel Nasser  
 Michael Osinski  
 Kimmy Roberts  
 Johnnie Sabisch  
 Valerie Sosnowski  
 Leo Ursery  
 Shelia Wooten

### OHMC

Amal Badran  
 Zeinab Bazzi  
 Andrew Blaha  
 Allison Britt  
 Dawn Brown  
 Daniel Bustamante  
 Maysaa Chammout  
 Zena Dakhiallah  
 Evelyn Edwards  
 Alaa Elbeshir  
 Alexis Focht  
 John Gorka  
 Brian Greathouse  
 Maysaa Habhab  
 Mohammad Hammoud  
 Batoul Harissa  
 Zainab Harissa  
 Marjola Himaj  
 Alan Hussein  
 Angela Hussein  
 Amjad Ibrahim  
 Tanim Islam  
 Katherine Kozlowski  
 Matthew Lueder  
 Zeinab Moubadder  
 Ghada Mustapha  
 Nish Patel  
 Vandit Patel  
 Erin Patterson  
 Shannon Phillips  
 Ronald Pluszczynski

Jenna Rachwal  
 James Reynolds  
 Tatiana San Juan  
 Ajit Sandhu  
 Amit Sharma  
 Ghadear Shukr  
 Clarissa Smanting  
 Gina Tarducci  
 Nicholas Turinsky  
 Betty Vergote  
 Darryl Williams  
 Alexis Williams  
 Saber Yaffai  
 Mazen Youssef

### Program for Excep. Families

Mariam Barakat  
 Kelsey Bartoloni  
 Travis Brown  
 Charlene Chu  
 Emman Dabaja  
 Samantha Habhab  
 Zena Hashim  
 Katrina Loviska  
 Emily McGraw  
 Bridgid Malloy  
 LaQuisha Perry  
 Ashlyn Pluff

### Skilled Nursing Ctr - Drbn

Mohamad Chukr

### Southshore

Ashley Abed  
 Chelsea Aycock  
 Makayla Burke  
 Maria Gomez  
 Hanniel Lesada  
 Gale Loger  
 Katlyn McLearn  
 Guminder Deep Singh  
 Krystyn Sitko  
 Madelyn StoverSash  
 Larry Winkie

# Volunteers in the Spot Light

## Margaret Schultz A Volunteer Life

By: Ryan Marchand

**Monday, July 19<sup>th</sup>, 2010-** As I navigate my way through the corridors of Oakwood Common, I wasn't quite sure what to expect from the woman I was given the opportunity to interview. All I knew about her was her name, address, and that she was a long-time volunteer for the American Red Cross. Little did I know Margaret Schultz was hardly your average person, by any sense of the word!

Ms. Schultz is 92 years old, but doesn't speak or move as if she is a day over 40. She exercises 3 times a week and only watches television to catch the baseball/football games. Hard to believe, especially for a person who has spent their entire life working long hours, and spending even more time caring for the people around her.

Born in Detroit in 1908, she lived in a city few of us have seen, a city of forests and covered wagons. Throughout her life, Ms. Schultz moved several times, however, she lived almost her entire life downriver. She was always a hard worker. During high school she took 2 years worth of college classes in addition to her normal high school coursework maintaining a 4.0 GPA, and graduated a year early, at the age of 16. During her high school years, she discovered her passion for nursing, and would have probably been one of the area's best nurses, had she not given it up to get married. During World War II, Ms. Schultz was one of the "Rosie the Riveters", spending 11 to 12 hours a day, working on planes while her brothers and husband were away at war. Margaret Schultz never knew an 8-hour workday, and still doesn't.

When Ms. Schultz was in her early 20's, she decided to do something more. She began volunteering once a week with the American Red Cross. Initially, she decided to get involved as a volunteer after spending countless hours knitting clothing for her men in the service. She first volunteered for the Red Cross making bandages for injured soldiers. She continued to serve, occupying positions with the Motor Corps, Canteen, and eventually blood banks. Ms. Schultz has traveled the world during her lifetime; however, some

of her favorite volunteer experiences were close to home. She distinctly enjoyed serving for a week straight, back when Scott Paper Company had a fire. Another memorable time serving with the Red Cross was when Ms. Schultz volunteered during a tornado relief effort in River Rouge. She set up a canteen and relief station for 4 days, enlisting the help of other volunteers in her area.

I think the reason Ms. Schultz has created such an amazing history is her mindset. Throughout our time together, she seemed to have the passion of a school child, excited to get busy with the next activity. At Oakwood Common, she is the President of the Euchre club, Knitting/Sewing club, and Domino club. In her spare time (if you really want to call it that), she continues her volunteering with Oakwood Hospital, and knits hats, socks, blankets, scarves, vests, and gloves. The hats, socks, and blankets alone, take 40 hours of work to make one set, which she then donates to Oakwood Hospital,

and are given to premature babies. Scarves and vests are made for women and men in need, and gloves are for the Christmas tree donation collections, donated to inner-city children every year. It's easy to see why Margaret Schultz has gone so far. Her passion for helping others and staying active as a volunteer have been just two of the reasons. The main reason? She said it best herself, "I love people. I'm happy when I'm around people. And as long as I'm alive, I'm going to keep helping people."



*"Being nice is one of many bridges on the road to Happiness."*

~ [Donna A. Favors](#)



Acorn Caps - something to make you smile and possibly think.

Why do you have to "put your two cents in" - but it's only a "penny for your thoughts"? Where's that extra penny going?

# Oakwood Healthcare Systems Volunteer Recognition Event 2010

Oakwood has over 1400 volunteers. The following pictures were taken at recognition events held at the different sites. Hospital leadership shared their feelings on the importance of volunteers not only for the financial bottom line of Oakwood but more importantly to the health and wellbeing of our patients. Reverend Tony Marshall likened each volunteer to a ray of sunshine. Thank you Oakwood for recognizing the volunteers, and thank you fellow volunteers for all that you give of you time, hearts, and compassion.

OHMC



Oakwood Hospital & Medical Center celebrated in the lobby with fabulous food and great companionship



Annapolis



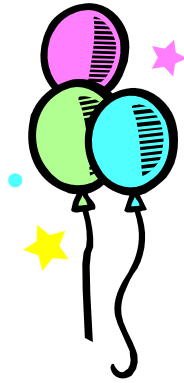
Oakwood Annapolis had a beautiful day for their outside event.



The most rewarding thing about being a volunteer is the feeling of satisfaction and accomplishment that fills my chest when I leave for the night. Knowing that at some time in a person's busy schedule I helped relieve some of the stress from their day. It makes me feel extremely good about myself.

Damian Costello  
Heritage Volunteer

## Heritage



Oakwood Heritage had a huge turnout and special mention was made of their Pet Therapy Program.



"Be like a duck. Calm on the surface, but always paddling like the dickens underneath."

[Michael Caine](#)

## Oakwood Common



Oakwood Common had beautiful music to accompany their lovely meal and recognition.



A couple of weeks ago an older gentleman came to the Welcome Center and asked where the lavatory was and one of the students had a puzzled look and proceeded to look in the information book. I responded to the gentleman and gave him directions to the (men's room). Then I explained to the student that was what the gentleman wanted and we both laughed.

Audrey Patterson  
OHMC Volunteer

**Bringing Recognition and Value to Others**

The Oakwood BRAVO! program celebrates outstanding customer service, providing immediate rewards and recognition to employees and volunteers who are role models of Oakwood’s service excellence behavioral standards in support of our core values.

There are four (4) levels of awards:

**APPLAUSE** (*Immediate recognition*) – designed to promote and reinforce our Service Excellence behavioral standards in support of our core values – immediately at the time the action is observed. When an employee views another employee or volunteer demonstrating these behavioral standards, he/she can go to a manager and request that the employee or volunteer receive a BRAVO! APPLAUSE coupon.

**TAKE A BOW** (*Site recognition*) – Sites can identify and recognize individuals who exceed customer service expectations in unique and meaningful ways while consistently demonstrating Service Excellence behaviors and performance. Upon the manager’s recommendation to the site’s BRAVO! team, the team will screen the candidate and submit nominees to the division president for final selection. The division president will present the certificate to the individual at a site celebration.


**STANDING OVATION** (*System recognition*) – The highest level of individual recognition, this system-wide award is bestowed on employees or volunteers, demonstrating role model behaviors and significant contributions to service excellence. The division president recommends individuals to the corporate team for screening, with the final selection by the Oakwood Healthcare Inc., CEO. The CEO will present the award to the individual at a site celebration with additional recognition at the following Leadership Forum.

**CEO TEAM AWARD** (*System recognition*) – This award celebrates team achievements in operational excellence that exemplify Oakwood’s mission, vision and values. The award honors teams of three or more people working together to achieve a common goal. The division president recommends teams to the corporate team for screening, with the final selection by the Oakwood Healthcare, Inc., CEO. The CEO will present the award to the individual at a site celebration with additional recognition at the following Leadership Forum.



Oakwood Southshore lots of people, lots of fun, lots of good conversation!



 I asked a lady if she would like me to pray with her. She responded, with, Why would she need prayers when she has Social Security.  
Betty Ramirez  
OHMC Spiritual Support Vol.



# Parish Nursing

## The History of Parish Nursing/Faith Community Nursing Volunteers

Historically, Parish Nursing (also known as Faith Community Nursing) is rooted in the early work of deaconesses and other religious sisters who worked in churches promoting health from a whole person perspective. The Reverend Granger E. Westberg as a result of his work with Wholistic Health Centers conceptualized the contemporary side of Parish Nursing in the 1970's. He served as the chaplain for a large hospital in Chicago for one week and found it to be a life changing experience at thirty years of age. His experiences showed him that healthcare needed to think about the spiritual dimension of illness much more frequently than was being done.

In 1984 Reverend Westberg approached Lutheran General Health System in Park Ridge, Illinois with the idea of partnering with local congregations in a parish nurse project. With assistance from the W.K. Kellogg Foundation, this resulted in six nurses being hired to work with six congregations. Represented in the six churches were the Roman Catholic, Lutheran, and Methodist Churches. The nurses were paid for 20 hours of work each week to deliver healthcare services within their scope of practice to the members of these churches.

Today, several models exist for the Parish Nursing role, both paid and unpaid. The majority of Parish Nurses today serve in the unpaid model as volunteers to their faith communities. Our program at Oakwood Healthcare is a volunteer model.

In late 1986, the National Parish Nurse Resource Center was developed through the Mission Church Relations office of Lutheran General Health System and has since become the International Parish Nurse Resource Center, now located in St. Louis. They offer historical and educational materials to aid nurses in their ministry of service. Their focus is on promoting the spiritual care of our clients. Their resources are available via their catalog and over the Internet. The International Parish Nurse Resource Center is not a governing body, but they suggest a recommended curriculum for Parish Nurse Preparatory Courses.

Parish nursing is considered a sub-specialty of nursing. The American Nurses Association with the assistance of the Health Ministries Association Published the Scope and Standards of Practice for Parish Nursing in 1998. Revised in 2005 as Faith Community Nursing Scope and Standards of Practice, the term Faith Community Nurse came into being to accommodate all faiths as a venue for the practice. There is no certification process for Parish Nursing at this time though the possibility of a Portfolio process is being looked at.

Kathleen Lauwers, RN, MSN who was one of the Vice Presidents of Nursing at the time began the development of Parish Nursing within Oakwood Healthcare System (OHS) in 1998. She engaged 12 nurses with an interest in

Parish Nursing and enrolled them in the University of Detroit-Mercy Parish Nurse Preparatory Course. Currently Oakwood employed nurses are carrying out varying degrees of Parish Nursing functions in over 30 local churches using the volunteer model of service.

OHS supports the Parish Nurse with training, educational opportunities and community resources to promote wellness, early detection and treatment of disease, and to promote positive coping behaviors for those with chronic illnesses.

Oakwood encourages its nurses to fulfill the following roles in their practice as a parish nurse:

### Health Educators

- By providing health screening and educational information
- By promoting the relationship of a healthy body, mind and spirit
- By empowering individuals to make healthy lifestyle choices and to take Responsibility for their own health

### Health Counselors

- By discussing health problems and explaining medications and treatments
- By supporting in times of crisis and need
- By referring to appropriate support groups
- By incorporating prayer and spiritual support into health interventions

### Coordinator of Volunteers

- By training, supporting, and encouraging members of the congregation to use their talents and expertise to promote the healing mission of the faith community

### Liaison with the Community

- By serving as a resource to community services
- By coordinating programs brought in to the congregation from the community

We are continuing to broaden our goals and initiatives related to Parish Nursing for Oakwood. We hope to continue to provide networking opportunities and educational offerings for parish nurses in the coming years. We also offer a new resource for faith communities "Stewardship of Health" composed of bulletin inserts. We continue to explore further opportunities for growth within this program and our other Faith-based Outreach programs. We are currently looking for new Parish Nurse candidates.

**If you are interested in becoming a Parish Nurse please contact Cathy Stock at 313-586-4996 or [stockc@oakwood.org](mailto:stockc@oakwood.org).**

Developed 2000  
Revised June 2003

## Frozen Yogurt Fruit Pops Recipe

Heart Healthy Recipe Diabetes Recipe Gluten Free Recipe

This is a fantastic low fat, low calorie recipe that is great for a dessert or snack. Frozen yogurt fruit pops are easy to make. Just mix the yogurt, apple juice and blueberries together and freeze.



### Nutrition Facts

Yield: 4 Servings

Calories: 39  
Fat: 0  
Saturated Fat: 0  
Cholesterol: 1 mg  
Sodium: 24 mg  
Carbohydrate: 9 g  
Fiber: 0  
Protein: 1 g

nutritional information is based on ingredients listed and serving size, any additions or substitutions to ingredients may alter the recipes nutritional content

## Ingredients

- o 6 oz fat free no sugar added strawberry yogurt
- o 4 oz apple juice
- o 1/2 cup blueberries

## Preparation

- o Mix ingredients together and pour into Popsicle molds. Freeze until solidified.

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## *DIJANO* (Did You Know?)

*As an Oakwood Volunteer you may qualify for discounts on a wide variety of goods and services through the Spirits and Festivities program. Contact the Volunteer Services Department if you are interested. Following is a list of some of the participating organizations.*

*A.M. Total Fitness  
Arbonne Skin Care  
Cadillac Travel  
Caesars Pocono Resorts  
Chase Bank  
Choice Hotels  
Cingular  
Costco  
Dearborn Chamber of Commerce  
Detroit Symphony Orchestra  
DFCU Financial  
Dream Dinners  
Employee Printing Services  
English Gardens  
Erhard BMW  
Fairlane Club  
Fast Pace Fitness RX  
Fitness USA  
Ford Partner Recognition Program  
Ford performing Arts Center  
G.P. Cole Salon*

*Check in next issue or online for additional participants*

# What's Happen at Oakwood

## Department Changes

We would like to announce that Rosanne Plasky is assuming a new role in the Guest Relations Department at Oakwood Hospital & Medical Center, effective Monday, July 19, 2010. Rosanne served as the Corporate Manager of Volunteer Services the past 5 years. She brings to her new role a wealth of experience in the areas of service excellence, workplace training & education, fund development and volunteer management. Prior to coming to Oakwood, Rosanne was the Patient and Guest Relations Manager at Children's Hospital of Michigan. Please join us in congratulating Rosanne as she embarks on this new endeavor!

Dina Johnson is assuming the role of Interim Corporate Manager of Volunteer Services effective July 19, 2010. Many of you already know Dina as she has served as Volunteer Services Representative for Oakwood Annapolis Hospital and then Oakwood Southshore Medical Center during the past two years. Dina, a former Business Strategy/Strategic Planning Analyst for the Chrysler Corporation, brings to her new role a wealth of experience in the areas of volunteer operations, marketing, communications and strategic and statistical analysis. Please join us in welcoming Dina as she embarks on this new endeavor!



### **DAVE DEVORE VOLUNTEER COUNCIL CHAIRPERSON 2010-2011**

Dave DeVore, a retired development professional who states "I have time on my hands and a willingness to share my 30+ years of development experience," has accepted the Chairmanship of the

Volunteer Council.

Recently quoted, Dave said, "I see exciting times ahead as the Volunteer Council enters its second decade. My first mission is to meet as many volunteers as possible, assimilate their ideas and experiences, and develop a plan to guide us into the future. I believe our volunteers represent a vital link between Oakwood and the communities it serves. Together, we will grow, prosper and serve the increasing healthcare needs in Southeast Michigan."

**CONGRATULATIONS AND WELCOME, DAVE!**

Dave can be reached at [davedevore@comcast.net](mailto:davedevore@comcast.net).

## **New Look for OHMC Atrium!**

*Starting this fall visitors entering through the Atrium at Oakwood Hospital and Medical Center will think they are back on the freeway. Foot traffic will be diverted first to one side and then switch to the other as the entire Atrium gets a fresh look.*



During the summer we will begin an expansion and remodeling of retail facilities in the OHMC atrium area.

- We will be adding a new space for a Mom and Baby Shop as well as Flowers.
- We will remodel the interior of the existing gift shop and add new service counters and equipment.
- We will remodel the Pharmacy and Home Medical spaces and update the storefront.
- We will also add seating areas and furnishings in the atrium area to provide space for our visitors to relax.

The conceptual rendering shows the new storefronts as well as the center-atrium furnishings.

These improvements will provide needed space for merchandise presentation and will enhance our customers' visits to our stores.

We look forward to completion by mid-fall.

Tom Drummy  
Director Retail Strategies

# Just for Fun

## Volunteer Vibe Puzzle Fun

Can you find the hidden message?

For ease of finding the message – highlight the words with a transparent highlighter – some letters are used several times

F	T	H	R	O	A	T	R	E	A	R	E	N	D	V	G	O	
M	I	K	N	E	E	S	E	L	C	S	U	M	L	E	U		N
L	T	N	E	T	O	E	N	A	I	L	S	B	L	U	N	G	S
A	E	E	G	O	R	N		S	F	P	A	A	R	M	P	I	T
P	S	E	Y	E		O	R	U	I	E	K	C	E	N	D	O	N
E	Y	H	H	C	R	B	N	L	L	A	N	K	L	E	N	N	O
T	E	T	E	I	A	N	S	E	V	R	E	N	K	G	F	I	T
S	N	U	S	A	Y	L	A	R	M	S	E	B	U	U	E	K	T
I	D	O	T	B	D	H	F	I	A		R	E	R	M	E	S	U
R	I	M	O	A	D	E	Y	E	L	A	S	H	E	S	T	Y	B
W	K	N	M	N	O	A		F	I	E	S	O	N	U	S	K	Y
A	E	U	A	N	H	R	S	N	H	F	I	N	G	E	R	E	L
I	I	H	C	N	A	T	E	E	T	H	C	H	E	S	T	E	L
S		E	H	L	I	V	E	R	T	O	N	S	I	L	S	H	E
T	H	U	M	B	R	I	N	T	E	S	T	I	N	E	S	C	B

- |         |                   |             |            |
|---------|-------------------|-------------|------------|
| Heart   | Eyes              | Thumb       | Kidneys    |
| Lungs   | ToeNail           | Hair        | Intestines |
| Head    | Ears              | Ankle       | Liver      |
| Arms    | Mouth             | EyeLashes   | Brain      |
| Leg     | RearEnd           | BellyButton | Muscles    |
| Hand    | Knee (Horizontal) | Chest       | Bones      |
| Feet    | Teeth             | Back        | Nerves     |
| Finger  | FingerNail        | Side        | Guts       |
| Toe     | Heel              | ArmPit      | Cheek      |
| Stomach | Palm              | Waist       | Tongue     |
| Throat  | Wrist             | FunnyBone   | Tonsils    |
| Lips    | Nose              | Gums        | Calf       |
| Skin    | Neck              |             |            |

## Name the Newsletter Contest

Did you notice that our newsletter now has an official name?

The Volunteer Vibe submitted by Shirley Bigham.

Thanks to everyone for submitting your suggestions and your votes. Remember this is your newsletter and it will only be as good as you help it to be.

Send your thoughts, ideas, and suggestions to [VolunteerNews@oakwood.org](mailto:VolunteerNews@oakwood.org) or snail mail Volunteer Services, Suite #301, Medical Office Building, Oakwood Hospital & Medical Center, 18101 Oakwood Blvd, Dearborn, MI 48124-4095

## New Features:



Reward! What is the most rewarding part about volunteering at Oakwood? Individual comments from volunteers.



Funniest Moments! Comical insights from our volunteers.

If you have something to share please forward it to [volunteernews@oakwood.org](mailto:volunteernews@oakwood.org)

*Oakwood Hospital's Gift Shops*

**Special Coupon**

**30% off one item of your choice**

**Expires 10/15/10**

**(No other discounts apply)**