The Volunteer Vibe

Compassion
Providing care with sincerity, sensitivity and dignity for those we serve.

Respect
Working with integrity and honor in all our relationships.

Excellence
Delivering superior results in the areas of Patient Experience, Patient Alignment, the Oakwood Team, Financial Health, Our Community and Program Growth.

Diversity
Creating an environment where individual differences maximize our collective capabilities as a team.

Ownership
Demonstrating personal responsibility for our pride in Oakwood through our behaviors and actions.
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- Updates to the BRAVO Program at Annapolis, Heritage, and Southshore
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Find us on Facebook

Did you know Oakwood Healthcare System is on Facebook? Search for **Oakwood Healthcare System** or use the URL below.

https://www.facebook.com/Oakwood.Healthcare
To our Oakwood Volunteers,

I appreciate your generosity and kindness year round, but particularly during the holiday season.

Oakwood volunteers invest about 200,000 hours system-wide each year. That’s a phenomenal, selfless gift you share with our patients, visitors and communities. We would be unable to provide the high quality care we do at Oakwood without your unflagging commitment and generosity of spirit.

As we celebrate and enjoy the joy of the season, I am especially grateful to you for sharing your talents, your tenderness and your time to make sure our patients are well cared for.

On behalf of all of us at Oakwood, I wish you all the best now and in 2014. Thank you for all you do for Oakwood.

Sincerely,

Brian M. Connolly
President & CEO
Oakwood Healthcare, Inc.
As we come to the end of 2013, I want to take this opportunity to thank each and every one of you for the services you have provided to our patients. Oakwood is incredibly fortunate to have such dedicated volunteers. This year you have dazzled us with the diversity of the gifts you share; from creating heart pillows to escorting patients, from Pre Med/Nursing students to Externs, to our young adults who visit patients and help them find their way, to our Gift Shop volunteers, our office assistants, and our Spiritual Support volunteers. What would we do without all of you? This year many of you took the time to do the survey we sent out; ninety-eight percent of you said you would recommend our Volunteer Program to others. You have no idea how much that means to us! Nancy, Ebony, Gayle and I work hard to provide you what you need, while balancing our patients and families’ needs as well.

As we enter this holiday season, my wish for you is peace: peace in your heart knowing you have made a difference. The world changes so fast, at times what was right today is wrong tomorrow, but one thing that is constant and will never change is you, the volunteer, and the difference you make, giving of your time, while placing our patients first. Enjoy this holiday season, keep your eyes open along with your heart. Let the spirit that we celebrate this holiday season shine bright upon you.

Debra Gerlica
Manager, Volunteer Services
This is a month for time with family and loved ones, for taking stock of the old year—and welcoming in the new. For most of us, it is a busy time and perhaps it is tempting to allow volunteering to go by the wayside.

While that is certainly understandable, (everything you do here is a gift…and we are so grateful for every hour!), I would like to encourage you to try to find time to fit your volunteering into your holiday schedule, if you can. I suspect that this is the hardest time of the year to be ill, or have a loved one who is ill. Sometimes a friendly smile, a volunteer who takes the time to stop and chat for a few minutes, or even helping staff with all the little extras that the holidays can bring, can change the whole atmosphere!

For those who celebrate Christmas, the central message of the season can get lost in all the “to-do’s” of the season. Taking a few hours during the week to help care for those who are having a difficult time can help us put things into perspective and place our focus on the things that really matter in our lives.

I wish all of you a wonderful, holiday season, time with those you love, and time for reflection and quiet as well. I pray that you will find blessings in our own life, just as you have blessed so many others through the work you do here at Oakwood.

Sincerely,
Beverly Beltramo
Director of Spiritual Support and Volunteer Services
First I would like to introduce myself to those of you that I have not met. I am Gayle Scodellar, the gift shop manager and OSMC volunteer rep. I re-opened two gift shops in January 2013 at Oakwood Southshore Medical Center and Oakwood Annapolis Hospital. These shops are now under the Oakwood umbrella and the proceeds go to patient care once again.

I am happy to announce that we just re-opened the Oakwood Heritage Hospital Gift Shop as of October 7, 2013. Our volunteers really make a difference in the team work through the professionalism that they give to the patients, employees and friends.

Stop by soon and use your coupon.
Comfort for Cancer Patients

Nancy Gorski
Volunteer services representative/OHMC

Long standing OHMC volunteer Sophie Kour called me with a request. Sophie is a member of the Philoptochos Society of the Sts. Constantine and Helen Greek Orthodox Church. One of Sophie’s parishioners has been receiving chemotherapy treatment at Oakwood Hospital Medical Center. This particular person mentioned that it was always cold in the room when receiving treatment. Sophie asked me if her church group could donate blankets and hats to the Cancer Treatment Center as part of their community outreach project.

I said, “Absolutely!” Sophie delivered several boxes full of fleece blankets, along with another box of fleece and knitted hats to the hospital.

The donation was delivered to Cheri Ritter, RN, Clinical Manager of the Cancer Center. Cheri said the patients are so thrilled to receive a blanket and even happier when they find out they can take the blanket home with them to keep.

Thank you so much to the ladies of the St. Helen Philoptocos!!! Vice President, Pat Gazepis and Co-chairs, Sophie Kour and Elaine Charalambopoulos.
2014 APPLICATION NOW AVAILABLE. PLEASE CONTACT YOUR VOLUNTEER SERVICES REPRESENTATIVE FOR MORE INFORMATION.

HIGH SCHOOL Student Volunteer Scholarship Award
Eligibility Criteria & Application Checklist

1. **Students must** have completed a minimum of **200 volunteer service hours** for Oakwood Healthcare System during high school to be eligible for a scholarship. These hours must be completed prior to application. Submit hours verification form from Volunteer Services Department with your application.

2. Students must apply during their senior year, or within two years of graduation to be considered for this scholarship. All applicants must receive their high school diploma prior to receiving their scholarship award.

3. Scholarship applicants must have applied to an accredited college, university, vocational or trade school. Students that are awarded scholarships must prove acceptance prior to start of Fall semester.

4. Submit a copy of your most recent transcript/grade report.

5. Submit scholarship recommendation form (see attached template) from each of the following: (1) your counselor/teacher, (2) your employer (if applicable - if you are not employed, you may have anyone who is not a family member complete this form for you), (3) someone from the department in which you have been a volunteer. These will not be included in the packet YOU submit, as they will be sent directly to the scholarship committee to ensure confidential responses. We will pair your application with your recommendation forms when they are received in the Volunteer Services office.

6. Write a one-page essay about yourself and your volunteer experience with the Oakwood Healthcare System. In this essay, (a) tell the scholarship committee about you, (b) include your educational goals, (c) provide a summary of how you feel you have shared your gifts of compassion, talent and dedication in your volunteer experiences within Oakwood, (d) describe how your experiences have impacted you and those around you, (e) share the most meaningful experience you have had as a volunteer, and (f) summarize any other volunteer work or community service you have participated in during high school.

7. Scholarship recipients will agree to maintain their volunteer status with Oakwood Healthcare System by fulfilling a minimum requirement of **one follow-up project**, in the form of a **20-hour internship**, with all details to be determined by the Volunteer Services Department and the student. Internship should be completed sometime during the 12 months immediately following the scholarship award.

Multiple scholarships may be awarded annually. Please note that all scholarship awards are taxable as earnings, and must be reported on a W-2. Applications will be sought at the beginning of each calendar year; the final **date for submission is March 3, 2014**. Scholarship selections will be made in March so recipients can plan for their Fall semester.

Continued on next page.
High School Student Volunteer Scholarship
(continued)

Application Checklist:
- Completed “Student Volunteer Scholarship Award Application” page (next page)
- One-page personal essay (#6 above)
- Volunteer hours verification (#1 above)
- Transcript/Grade report
- Submit a recommendation form for completion to your counselor or a teacher
- Submit a recommendation form for completion to your employer, if applicable (if you are not employed, you may have anyone who is not a family member complete this form for you)
- Submit a recommendation form for completion to someone from the department in which you volunteer

Please do not staple application packets. Arrange materials and paper clip together. Submit your completed packet no later than 5:00 p.m. on March 3, 2014 to:

Oakwood Healthcare System: Volunteer Services
Attn: Scholarship Committee-Nancy Gorski
18101 Oakwood Blvd
Dearborn, MI 48124

If you have any questions, please contact Debra Gerlica at the Oakwood Healthcare System, Corporate Volunteer Services
debra.gerlica@oakwood.org
Volunteers Provide VIP Care

You probably know that these are tough times here in the Metro Detroit area, but here at Oakwood, we believe that EVERY patient and EVERY family member deserves VIP treatment. EVERY. SINGLE. ONE. You may not realize it, but often YOU are the ones who make that possible. Volunteers are the people who create the "WOWs"—perhaps in ways you do not even realize (see WOW article).

Let me give you one small example. If we did not have volunteers at our Welcome Centers, we would simply give people directions where they are going. That isn’t so horrible, except that when people come to a hospital for a test or procedure for themselves or for a loved one, they are almost always stressed and anxious. When people are stressed and anxious they do not remember as well, and so they get lost. This makes them even MORE stressed and anxious! Instead, our volunteers say, “Let me take you there” and then escort them where they need to go. What a truly lovely way to let someone know that they really ARE cared for from the moment they walk in the door—true VIP care!

So thank you for ALL you do—the big things and the things that may not SEEM so big, but are.
In October, OHMC launched a wonderful new program for staff; the “WOW of the Day”. Every staff member is asked to write a sentence or two describing how they “WOWed” a patient or family member that day. These range from things like “brought a birthday cake and sang Happy Birthday” to “brought lunch for a worried family member.” These “WOWs” help us all remember that sometimes it’s the little things that matter the most!

But employees are not the only ones who create WOWs!!!! Sometimes some of the very nicest WOW moments come from volunteers!

We would like to encourage you to share YOUR “WOW” stories and we will feature them in future issues of our newsletter. Please email them to your volunteer site representative (see the email addresses on the back of the newsletter) or mail them to Nancy Gorski, Oakwood Hospital and Medical Center, 18101 Oakwood Blvd, Dearborn, MI 48124. We’ve included a form for you to use below—if you wish (you can just write them on any piece of paper or email).

If you have questions, please contact your volunteer services representative.

Thank you so much for all you do!

<table>
<thead>
<tr>
<th>Things I did to WOW a patient/family........</th>
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<td>*1-3 things per shift</td>
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Name_____________________ Date_________
OHMC has made some updates to the items you can receive when you redeem your BRAVO Coupons at the OHMC Cafeteria and OHMC Branches Gift Shop. For more information about redeeming BRAVO Coupons at your location, contact your site representative.

### BRAVO:

#### Appliance Coupon Exchange Table

**OHMC – Branches Gift Shop**

<table>
<thead>
<tr>
<th>One Appliance Coupon</th>
<th>One of the following:</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Candy Bar</td>
</tr>
<tr>
<td></td>
<td>Bag of Chips</td>
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<tr>
<td>Three Appliance Coupons</td>
<td>One of the following:</td>
</tr>
<tr>
<td></td>
<td>Yankee Candle Wax Melt</td>
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<tr>
<td></td>
<td>Yankee Candle Votive</td>
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<tr>
<td>Five Appliance Coupons</td>
<td>One of the following:</td>
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<tr>
<td></td>
<td>ID badge pulley</td>
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<td></td>
<td>Novelty printed box of tissue</td>
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</tbody>
</table>

#### BRAVO:

#### Appliance Coupon Exchange Table

**OHMC - Cafeteria**

<table>
<thead>
<tr>
<th>One Appliance Coupon</th>
<th>One of the Following:</th>
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<tbody>
<tr>
<td>Have a snack on us…</td>
<td>Medium Coffee</td>
</tr>
<tr>
<td></td>
<td>16 oz. Fountain Beverage</td>
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<tr>
<td></td>
<td>Small bag of chips</td>
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<tr>
<td></td>
<td>Piece of fruit</td>
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</table>

<table>
<thead>
<tr>
<th>Five Appliance Coupons</th>
<th>One main entrée, plus one side dish and one medium coffee or 16 oz. fountain drink</th>
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</table>

<table>
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<tr>
<th>Ten Appliance Coupons</th>
<th>Pre-packaged salad with 1 dressing with any fountain drink or coffee</th>
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<tr>
<td></td>
<td>Or</td>
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<tr>
<td></td>
<td>One main entrée plus two side dishes and any fountain drink or coffee</td>
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<td></td>
<td>Or</td>
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<tr>
<td></td>
<td>One slice of pizza, small pre-packaged salad and 1 dressing with any fountain drink or coffee</td>
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</table>
Annapolis and Heritage have made some updates to the items you can receive when you redeem your BRAVO Coupons at the Gift Shop or Cafeteria. For more information about redeeming BRAVO Coupons at your location, contact your site representative.

<table>
<thead>
<tr>
<th>One BRAVO Coupon</th>
<th>Two BRAVO Coupons</th>
<th>Three BRAVO Coupons</th>
<th>Four BRAVO Coupons</th>
<th>Five BRAVO Coupons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose 1 of the following</td>
<td>Choose 1 of the following</td>
<td>Choose 1 of the following</td>
<td>Choose 1 of the following</td>
<td>Choose 1 of the following</td>
</tr>
<tr>
<td>1 candy bar or 1 bag of chips</td>
<td>2 bags of chips or 2 candy bars</td>
<td>3 bags of chips or 3 candy bars</td>
<td>4 bags of chips or 4 candy bars</td>
<td>5 bags or chips or 5 candy bars</td>
</tr>
<tr>
<td>You may mix candy bars for chips and vice versa</td>
<td>You may mix candy bars for chips and vice versa</td>
<td>You may mix candy bars for chips and vice versa</td>
<td>You may mix candy bars for chips and vice versa</td>
<td></td>
</tr>
</tbody>
</table>

BRAVOs can be used in the Gift Shop and Cafeteria. If you receive 25 or more BRAVOs, please contact HR at your site for further assistance for making online purchases thru Oaknet.

Oakwood Southshore

Turn in 25 BRAVO Applause Coupons and get a $25.00 gift certificate for the Gift shop.
Each year around Halloween time, Oakwood Heritage Hospital Pet Therapy dogs dress up in Halloween Costumes to bring smiles and laughter to our patients. Faithfully, the adorable Pet Therapy dogs positively impacts the patients, families and even the staff during their visits. We are proud to continue the tradition and add new additions (pet therapy dogs) to the Oakwood family.

Darby and Sarah

Bella is Scooby Doo
Vader is a squirrel
Autumn is a witch
Honey is a pumpkin
Darby is a jester
Sarah is a witch
Volunteer Services Staff

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