



Marshfield
Medical Center
Beaver Dam

Volunteer News

January - February - March 2023

Volunteer Service Shines in 2022

We had a great year of volunteer service in 2022 at Marshfield Medical Center-Beaver Dam. Every year we take time to reflect on the impact of our volunteer team. This past year volunteers served a total of 17,128 hours. When you walk through our hospital you will see volunteers in many areas starting with our main lobby information desk volunteer team which provided 1,249 wheelchair escorts, 419 walking escorts and 1,574 directions for visitors seeing patients. The gift shop is next and is open Monday through Friday from 9 a.m. - 3:30 p.m. and made possible by our committed volunteer team. Their efforts provided a \$20,000 donation to the Employees Helping Employees Fund in 2022. As you work your way to the second floor, our volunteer information desk team provided 3,584 patient escorts for scheduled appointments, 8,019 patient reminder phone calls and prepared 2,817 letters for mailing. From January through September, our Hillside Manor volunteer information desk team greeted visitors and provided 2,223 screening and escorts. Look for our Information Graph coming out later this year that captures what our volunteer team does as a whole. Thank you to every volunteer!

Volunteerism is one of the most selfless actions that we can take to assist others in need and build the community in which we live. Although volunteerism focuses around helping others, the action also provides benefits to the participant. Volunteerism has been shown to improve confidence, reduce depression, provide new skills, and increase socialization for those who commit their time. Volunteerism is truly an action that pays dividends and provides benefits to all involved.

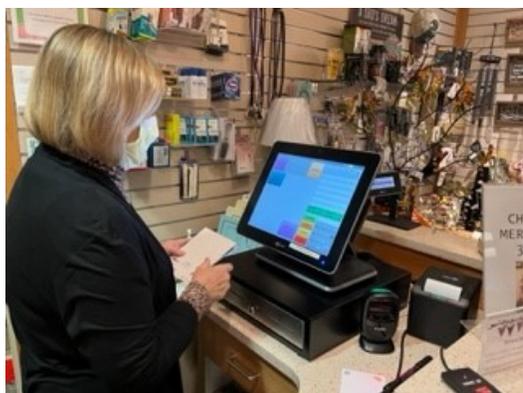
Research has found that volunteering among adults, age 60 and over, provided benefits to physical and mental health, and volunteers report better physical health than do non-volunteers. By spending time in service to others, volunteers report feeling a sense of meaning and appreciation, both given and received, which can have a stress-reducing effect. Reduced stress further decreases risk of many physical and mental health problems, such as heart disease, stroke, depression, anxiety and general illness.

The work that volunteers provide is essential to everyday activities, which gives volunteers a sense of purpose, especially when volunteering in the areas they find meaningful. At MMC-BD, volunteers serve as greeters at information desks and waiting room areas, provide patient room information and directions, and assist in transporting patients and patient items. In 2022, volunteers served in the hospital Gift Shop, information desks (main lobby, 2nd floor waiting area and Hillside Manor reception area), human resources, HealthWORKS, meal recovery, Kids Care, hospice, piano playing, accounting, Hillside Manor beauty salon, Hillside Manor activities, chapel services, Eagle's Wings, Remembrance Home, pharmacy delivery, rehab, foot clinic, clergy, and home knitting.

Volunteering increases social interaction and helps build a support system based on common interests. One of the best ways to make new friends and strengthen existing relationships is to participate in a shared activity. Volunteers at MMC-BD have a variety of backgrounds but share a desire to care for the health and welfare of people in their communities. They are men, women, retirees, teenagers and students who make a difference everyday by serving others. If you have an interest in volunteering and joining a caring team, take time to contact Volunteer Services at 920-887-5988 or email moritz.daniel@marshfieldclinic.org.



Dan Moritz
Volunteer Services
Manager



Gift Shop Installs New Register

Take time to visit our gift shop next time you come to MMC-BD and you will notice we have a new register. Volunteer training has gone well and a big thank you to every gift shop volunteer who has taken time to learn this new system. This new register will allow for employees to make gift shop purchases using their employee badge.

The gift shop is always looking for new volunteers to join their team. If you have interest don't hesitate to connect with a gift shop volunteer and they will point you in the right direction.

New Volunteers

New volunteers play a key role toward sustaining excellence in Volunteer Services. Take time to welcome Megan Gerber, Hattie Rohr and Tom Rusch. If you or someone you know is interested in joining a caring team please take time to contact Volunteer Services at 920-887-5988 or email moritz.daniel@marshfieldclinic.org



Megan Gerber
Remembrance Home
Volunteer



Hattie Rohr
Hillside Manor
Volunteer



Tom Rusch
Pianist
Volunteer

Hospice Volunteers

I hope everyone had a great holiday season and enjoyed time with your family. With the new year here people usually ponder on what they can do that will make this their best year yet or what is something new they can do that will make a difference. Well, I am here to tell you it is volunteering for Hillside Homecare and Hospice. I know that when someone hears Hospice they often think of death, but there is so much more to Hospice. There is the in-between and that can be the best part of someone's life and being a small part of that in-between can bring a person so much joy and fulfillment.



Cassie Rockefeller
Hospice Volunteer
Coordinator

There are many different ways a person can volunteer for Hospice. The main way is visiting with patients and their families in homes or facilities. A lot of people just want someone to talk to and share their life with or someone new who hasn't heard all of their stories already. If you like to talk and listen this would be right for you. If any of this sounds interesting to you or you have more questions, please reach out to Cassie Rockefeller at 920-887-4185 or by email at Rockefeller.cassie@marshfieldclinic.org. We would love to have you join our team and be a part of something amazing.

Winter Weather Reminder

- ❄️ *When weather makes driving or walking hazardous and if coming in to volunteer is dangerous for you, please call and let us know you won't be in.*
- ❄️ *If you are already here volunteering and the weather takes a turn for the worse, you can leave early.*
- ❄️ *We want you to be safe and feel safe at all times.*

Volunteer Opportunities

MMC-BD is looking for new volunteers who want to become part of a caring team. Listed below are volunteer opportunities available during the week. If you are interested or know of someone who is, please contact Volunteer Services at moritz.daniel@marshfieldclinic.org or call 920-887-5988.

Gift Shop: Primary responsibilities include friendly and welcoming customer service with use of phone and cash register. Gift shop is open Monday through Friday with morning and afternoon shifts available. Volunteers will serve in teams of two for each shift to provide an excellent shopping experience to patients, visitors and staff.

Information Desks: Primary responsibilities include being friendly and welcoming, showing courtesy and respect for a vast array of customers, greeting and interacting with patients and customers, providing direction, walking and pushing wheelchairs. Morning and afternoon shifts are available.

Volunteer information desks are located in the hospital's main lobby and 2nd floor waiting area. Volunteers will serve with and assist the Guest Service Ambassador team.

Pet Therapy: Primary responsibilities include emotional support and comfort provided to patients by a therapeutic interaction with pets. Pet therapy volunteers must be 18 years of age and registered with Therapy Dogs International or Pet Partners with Delta Society, Alliance of Therapy Dogs or Love on a Leash.

Kids Care: Primary responsibilities include assist with rocking, soothing, feeding, help with toddlers and assist in providing quality care. Serve with staff to provide activities to school aged students.

Hospice: Primary responsibilities include spending 2-4 hours a week with patient and family in their final moments of life. Hospice volunteers are key to the success of the Hospice team. They may choose to volunteer directly with patients and families or to provide support to the operations of Hillside Hospice. To learn more, contact Hospice Volunteer Coordinator at 920-887-4185.

Eagle's Wings and Remembrance Home: Primary responsibilities include reading to residents (devotionals, daily newspaper, trivia, books), bingo and playing cards. Activity staff will work with you to facilitate events and activities throughout the week/weekend with times during the day and evening.

Hillside Manor Beauty Salon: Primary responsibilities include transporting residents from room to beauty salon and assisting staff to provide residents with shampooing and hair styling.