You matter. You make a difference. Your generosity has a profound and lasting impact on our patients, families, staff and communities. Your willingness to share your time through volunteering at Gundersen says so much about you personally. Your willingness to give selflessly to help others speaks to the quality of your character.

When you volunteer, showing kindness and caring, it makes the greatest difference in the lives of those who are touched by your involvement.

While I know that you choose to volunteer selflessly and without expectation of being recognized or rewarded, I want you to know just how much your dedication is appreciated. Whether you are a long-time volunteer or have become involved fairly recently, regardless of how many hours you choose to give, it’s important for you to know that what you do makes a difference.

Our Gundersen Volunteer Appreciation and Recognition Event for 2018 is on Tuesday, April 17. This will again be held at the Gundersen Medical Center campus in La Crosse in the ICE (Integrated Center for Education) building. You will receive a personal invitation with more specific information soon. All volunteers are encouraged to attend, and we hope you can join us for this special time in your honor.

In closing -- please know that your volunteerism is recognized, greatly appreciated and valued. I think the following words from Leo Buscaglia capture the essence of you as a Gundersen volunteer:

“The majority of us lead quiet, unheralded lives as we pass through this world. There will most likely be no ticker-tape parades for us, no monuments created in our honor. But that does not lessen our possible impact, for there are scores of people waiting for someone just like us to come along; people who will appreciate our compassion, our unique talents. Someone who will live a happier life merely because we took the time to share what we had to give. Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have a potential to turn a life around. It’s overwhelming to consider the continuous opportunities there are to make our love felt.”

My thanks,
Lori

Invitation to all volunteers

Volunteer Recognition and Appreciation Event
Tuesday, April 17 | ICE House, La Crosse Campus
Doors open and photo booth - 1 p.m.
Viterbo’s Acapella Group performance - 2:30 p.m.
Guest Speaker Scott Rathgaber, MD, CEO - 3 p.m.
Award presentation and wrap up to follow.
An invitation will be sent to your home.
Congratulations to the following individuals who have achieved service hour milestones and helped many people in the process.

Celebrating Volunteer Milestones: April 2018
Volunteers... Living the Spirit of Service!

Adult and College Recipients

100 Hour Pin
Arian Arens
Judith Dixon
Karen Dunn
Dan-Phuc Duong ©
Sheila Erickson
Linda Gillette
Joanna Holm
Sarah Jacobs ©
Madeline Jelacic ©
David Johnston
Lawrence Jones ©
Susan Kellogg
Layla Khalili ©
Abigail Kolbe ©
Kyle Kornowski ©
Tyler Kruse ©
Theresa Lee
Ingrid Matousek
Geri Mulliner
James Newbitt
Jaden Nolden ©
Marilyn Nyre
Paige Pellersels ©
Debra Ray
Julie Sandvick
Desirae Schuh ©
Ellie Schuster ©
Patricia Shepherd
Arlene Trautsch
Kathleen Trussoni
Victoria Voight ©
Richard Wieser
Jessica Zimonick ©

100 Hour Pin and 200 Hour Bar
Carol Banse
Leon Fernstaedt
Mary Jane Gentes
Karen Hanson
Peggy Miller
David Needles
Deborah Talle

200 Hour Bar
Eleanor Amundson
Bobette Boomer
Ashley Braund ©
Beverly Burand
Taylor Caldwell ©
Kacie Ebert ©
Betty Ehram
Bobbie Euler
Marlene Fiegen
Martin Ostromencki
Leah Reimann
Ellie Schmidt
Ryan Sokup ©

500 Hour Bar
Edward Biddick
Sandra Drexler
Julia Hagen
Robert Johnson
Barbara Kasmiski
Sharon Koglin
Molly Kroker
Michael Markee
Priscilla Martin
Margaret Olson
Joyce Potter
Kathie Vongroven
Jamie Williams

1,000 Hour Bar
Wayne Affeldt
Nancy Burgett
Mary Kirschbaum
Thomas Neefe
Sharon Partington
James Schiefelbein
Carol Stekel
Joseph Stekel

2,000 Hour Bar
Edward Keuper
Gloria Kubik
Kenneth Nelson
Maribeth Phillips
Linda Stark

3,000 Hour Bar
Kathy Christensen

4,000 Hour Bar
Darlyne Dwyer

5,000 Hour Bar
Robert Borchardt

6,000 Hour Bar
Ruth Holty

8,000 Hour Bar
Ardis Bolstad

9,000 Hour Bar
Janice Schneider ©

Teen/High School Recipients

50 Hours
Aditya Ailiani
Halle Burkharter
Nathan Burns
Katie Chafoulias
Christine Chen
Beau Clemmensen
Morgan Dunlap
Anthony Fimple
Kyle Fossum
Alec Gorski

Sarah Hannan
Emily Henchen
Ka Khang
Gabrielle Koehne
Lane McCartney
Eze Nduka
Cal Oberweiser
Sadie Paulino
Kelsey Paulus
Emma Peterson-Johnson
Raghuram Prasad
Ally Robinson
Tessa Thurin
Laura Winkler

100 Hours
Cathryn Bottem
Tessa De Souza
Machado
Melissa Edgar
Myel Luong
Katelyn MacCharles
Pali Mukhtar
Haley Nedegard
Mikaela Schlesinger
Treytan Stalsberg

300 Hours
Nicole Trussoni

400 Hours
Kimmie Schmitz

Volunteer Services staff collaborated with volunteers, serving as an advisory group to develop the following mission statement. This updated statement reflects Volunteer Services dedication to both the individuals who volunteer at Gundersen as well as the patients we serve.

Volunteer Services Mission Statement
The Volunteer Services Department provides meaningful experiences for volunteers – elevating services and programs for our patients and families and the communities we serve.
History of volunteerism
By Karol Fox, program coordinator
April 15-21 is National Volunteer Week in 2018. The Points of Light organization established National Volunteer Week in 1974 as a way to thank and recognize volunteers who lend their time, talent, voice and support to causes they care about in their community. The impact of volunteers can be felt across the world, whether it’s donating time to a local hospital or school or volunteering to help others abroad. Volunteers come together to find solutions to problems and help to create better communities.

American history shows that volunteering was essential to the colonists who formed support groups to build homes, helped with crops, and fought disease. In 1736, Ben Franklin developed the first volunteer firehouse and today more than 70 percent of firefighters are volunteers. In the 1800s, local church volunteers ran relief programs and helped the homeless. Volunteers formed the YMCA in the mid-1800s on a Michigan college campus; the American Red Cross was founded in 1881; and in Denver the United Way was established. In the 20th century the Rotary Club was founded, and soon thereafter the Lions and Kiwanis Clubs.

The Great Depression saw the first soup kitchens, providing basic food and shelter, organized by volunteers. In the 1930s, President Roosevelt raised awareness of environmentalism and asked the Conservation Corps to plant approximately three million trees in a decade. World War II volunteers supported serviceman and civilians in a multitude of ways. Volunteerism in the 1960s focused on poverty, inequality and violence around the world. Today, in the 21st century, many causes have brought awareness to green living, animal welfare and equal rights. It is thought that one in every four Americans volunteers. Volunteers have had an immense impact in America.

Many of our volunteers are active in more than one volunteer organization, often helping with elections, preparing taxes, mission trips and a variety of clubs to name a few. We are grateful for all of our volunteers and the time and energy they donate to Gundersen Health System. Thank you to our volunteers, whose kindness and dedication enriches every life.

Thank you to everyone who purchased and/or volunteered at our annual Valentine’s Day Carnation Sale fundraiser held on Wednesday, February 14. Over $1,300 was raised, which is designated for the Teen/High School Volunteer Merit Awards. Pictured here are Peggy Miller and Sandee Laufle, just two of the many volunteers who made this day possible!
Did you know?

In 2017:
• The Chart Collation crew assembled over 71,000 patient education folders and packets up from 64,000 in 2016. The folders and packets are used by nursing staff for patient teaching and education, MedLink transports, Nursing Home transfers and a variety of unit specific needs. Thank you to the Chart Collation crew, Bev Burand, Monique Howe, Barb Jacobson, Barb Tarnor, Kathy Christensen and to Ardis Bolstad, lead volunteer.

• Ron Christensen folded 91,999 towels for the Surgery/Procedures department in 2017. This averages to 200 – 250 towels each day. Thank you to Ron for his continued commitment.

• The Volunteer Transport Services team (formerly Escort Services) provided 16,955 transports, averaging over 1,400 errands per month.

Volunteer Transport Services specifics
We thank all of our volunteers who consistently give their time and muscles each week to get our patients to and fro! Our phone dispatchers are always so reliable and have been terrific in switching to our new way of logging the many requests we receive each day.

Below is our 2017 annual report:
- Patient Transports 11,435
- Other Transports such as specimens, totes, etcetera 5,520

Grand total 16,955

*For a breakdown of specific numbers, please stop by the Volunteer Transport office on 4West Heritage.

Volunteer Services received the highest rating in the past two six-month intervals on the Internal Customer Experience Survey. The survey was completed by support management leaders at Gundersen Health System in La Crosse and Onalaska.

Highlights of the survey were:
• During the last six months, how often did members of this department treat you with courtesy and respect? 92 percent answered Always.

• During the last six months, how often were members of this department as helpful as you thought they should be? 91 percent answered Always.

• During the last six months, how often did members of this department respond promptly to your requests? 91 percent answered Always. The target is 83 percent.

Volunteer Services had the highest internal customer experience rating of all participating departments (43 between the La Crosse Campus and Onalaska Campus) in 2017. The twice-a-year survey has a target of an 83 percent “always” rating for the question: “During the last 6 months, how often did members of this department treat you with courtesy and respect?” Our department rated the highest for both surveys with an annual average of 95 percent! A huge thank you to all our deserving volunteers.

Did you know?
Are you looking for a rewarding volunteer opportunity that does not take up a lot of time? Consider becoming a volunteer advocate for victims of domestic violence and sexual assault. Advocates provide advocacy, supportive listening, medical advocacy, law enforcement advocacy, and information and referrals to victims who come in for emergency care. In this role, you would be “on-call” a couple of times per month; time frames can vary depending on your personal schedule. As an advocate, you would respond to either Gundersen Health System’s Emergency Services Department or Mayo Clinic Emergency and Urgent Care Center, both in La Crosse. Training is provided, which includes 40 hours to meet advocate criteria for both Wisconsin and Minnesota patients. Training includes information about domestic violence and sexual assault, safety planning and legal information. We are asking for a minimum one year time commitment. Interested? Contact Jodie Muth at (608) 775-4232 or jamuth@gundersenhealth.org.

New opportunity for current Gundersen adult volunteers

Are you looking for a rewarding volunteer opportunity that does not take up a lot of time? Consider becoming a volunteer advocate for victims of domestic violence and sexual assault. Advocates provide advocacy, supportive listening, medical advocacy, law enforcement advocacy, and information and referrals to victims who come in for emergency care. In this role, you would be “on-call” a couple of times per month; time frames can vary depending on your personal schedule. As an advocate, you would respond to either Gundersen Health System’s Emergency Services Department or Mayo Clinic Emergency and Urgent Care Center, both in La Crosse. Training is provided, which includes 40 hours to meet advocate criteria for both Wisconsin and Minnesota patients. Training includes information about domestic violence and sexual assault, safety planning and legal information. We are asking for a minimum one year time commitment. Interested? Contact Jodie Muth at (608) 775-4232 or jamuth@gundersenhealth.org.
Volunteer News

2017 Annual Report – Pet Therapy at GHS

The following information was submitted by Erin Olson, Coulee Region Humane Society Pet Therapy Coordinator. We are very fortunate to partner with the Humane Society for our Pet Therapy program at Gundersen. Erin and her colleagues ensure all therapy dogs have met training and veterinary requirements, and the teams are specifically recruited for our hospital setting. Pet Therapy handlers complete the same orientation requirements as all new volunteers. Our sincere thanks to Erin!

<table>
<thead>
<tr>
<th>Location</th>
<th># of Dogs</th>
<th># of Visits</th>
<th># of Patient/Family/Staff Contacts Made</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legacy</td>
<td>8</td>
<td>128</td>
<td>3,357</td>
</tr>
<tr>
<td>East Building</td>
<td>5</td>
<td>129</td>
<td>4,059</td>
</tr>
<tr>
<td>Behavioral Health</td>
<td>5</td>
<td>64</td>
<td>1,127</td>
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</table>

In addition, last year the hospital teams participated in the following events:

• Gundersen pediatric hematology memorial service
• At least two community crisis response requests
• Several “special request” hospital visits for patients dealing with specific needs
• At least three medical media photo sessions and interviews

Thank you to all our teams for giving so greatly of your time, talents and furry buddies!

Meet Cheryl Olson and her therapy dog, Bella! They recently joined the Pet Therapy team at Gundersen. Bella is very busy, as she comforts patients and others all over the area. She’s a beauty!
April is National Volunteer Month, and I want to thank our Partners volunteers, committee chairs and board members for all that each of you do for Gundersen Health System and our communities. Speaking of dedicated volunteers - we have some changes on the Partners board. Sandy Drexler and Martha Balfany have stepped off as directors. We extend our most sincere gratitude for each of their contributions to Partners. Both Sandy and Martha brought such energy to the group! We welcome our new board members, Jane Rada and Sue Bugge! They come to us with a passion to be involved and to serve, and we are greatly looking forward to having them as directors on the board.

We are also deeply grateful to Vicky Jessen and share our farewell and best wishes with her. Vicky has served as the Partners Office Assistant for the past ten years supporting our board and general membership. Vicky is staying within the Gundersen system; she transitioned to the Community and Preventive Care Services Department in March where she has the opportunity to work full-time. We will start the search for a new support person and in the interim, Lori Van Lin, director of Volunteer Services, will serve as a contact for us.

Our past few months have been very busy, including the Love Lights Event on December 11. This event was well attended and was so appreciated by all involved. The lights on the Love Light trees, dedicated to special friends and loved ones, were beautiful and symbolic.

The annual membership meeting was also held on December 11, and we were so blessed to receive a generous gift from Edie Kubicek in memory of her father. Edie donated playing cards, Uno games, and read a beautiful tribute to her father. It was so touching, and we are very grateful for her kindness, generosity and for sharing her heart-touching story with us.

At the annual meeting, Linda Gillette accepted the role of President-Elect – she will serve as board president in 2019 and 2020. Linda is very well respected by everyone on the board, and we look forward to her leadership. During the next few months, Linda will work alongside me and others to learn the role.

Partners sponsored the annual carnation sale on Valentine’s Day and delivered many beautiful flowers throughout the organization. This event benefits the Teen Volunteer Merit Program and every year is so popular with patients, families and staff alike. Karol Fox, Volunteer Services coordinator, is a key leader in this effort, and we thank Karol and recognize her for all of her good work.

We have had very successful candy sales these past few months. Everyone really looks forward to the opportunity to buy quality candy from our vendor. This project is led by Bonnie Hicks, and many of the board members help with the sales and promotion of this great event. In addition, we have had some very successful HCI $6 sales and Jewelry Sales. All of this hard work earns funds that are used to support the many important causes supported by Partners. Without these successful efforts, we would not be able to contribute to important work that goes on both inside and outside of the Gundersen walls.

The most important aspect of our work is the positive impact our efforts have on the patients and families we serve and care for. It is a privilege to be able to do this in such a great organization. Please stay safe and healthy.

Thank You to Partners
Thank you for funding “Kits for Kids”. It is a vital ministry that helps first-time foster children. The La Crosse County social workers can grab a rolling tote, fill it with the things each child needs and take it to their foster parents. These items might include a t-shirt to sleep in, a sweatshirt and pants for school, a toothbrush and tooth paste, a comb or brush, and other such simple needs.

Pawsitively for Patients
Partners launched a new fundraiser in March for our latest endeavor, Pawsitively for Patients! This important service helps our patients who need care arranged for their pets during hospitalizations. Special thanks to Bonnie Hicks and her crew, who invested hours of time and energy to support this worthy cause through a very well-received raffle and bake sale. Stay tuned to hear about future fundraising efforts for this important patient service.
The days are getting longer and warmer as we emerge from our Wisconsin winter. As the birds of spring and summer return, so do many of the volunteers who have hopefully been enjoying the weather of the south. I welcome all of them back. We will soon be celebrating the hard work and dedication all of our volunteers do here at Gundersen Health System.

As every employee makes a difference in patients and their families lives, so does every volunteer. Volunteers help to make the organization successful in many different ways. In the Gift Shop, the volunteers are there for people in many ways. One of the biggest impacts Gift Shop volunteers have is in the funds they raise for scholarships, patient and patient family programs, and community programs.

In appreciation of our volunteers here at Gundersen Health System, the Gift Shop will be running a 20 percent-off sale April 8 -21. We want to thank you for your service hours and bring awareness to the great things you do.

If you or someone you know would like to volunteer in the Gift Shop, please stop by to see me or give me a call at (608) 775-3477. We are open seven days a week. Our greatest need for help is Thursday and Friday afternoons.
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<tr>
<th><strong>April</strong></th>
<th><strong>June</strong></th>
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<tr>
<td>1</td>
<td>7</td>
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<tr>
<td>Easter</td>
<td>Partners Board Meeting</td>
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<td>14</td>
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<td>Partners Joint Luncheon</td>
<td>Blood Drive at Onalaska Clinic</td>
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<td>6</td>
<td>18-21</td>
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<tr>
<td>PRN Footwear Sale, Lower Level Legacy</td>
<td>Partners $6 and up, HCI sale</td>
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<td>11</td>
<td>21</td>
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<tr>
<td>Pathways to Healthcare Careers, ICE House 5-7:30p.m.</td>
<td>First Day of summer</td>
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<td>15-21</td>
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<tr>
<td>National Volunteer Week</td>
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<td>17</td>
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<tr>
<td>Volunteer Recognition Event, ICE House, doors open at 1p.m.</td>
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<tr>
<td>18</td>
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<tr>
<td>Blood Drive at Onalaska Clinic</td>
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<tr>
<td>23-25</td>
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</tr>
<tr>
<td>Blood Drives at La Crosse Campus, Lower Level Legacy</td>
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**May**

| 1        | 7 |
| Partners Western District Meeting | Partners Board Meeting |
| 3        | 14 |
| Partners Board Meeting | Blood Drive at Onalaska Clinic |
| 13       | 18-21 |
| Mother’s Day | Partners $6 and up, HCI sale |
| 28       | 21 |
| Memorial Day, Volunteer Services Closed | First Day of summer |

**2018 Blood Drives at La Crosse Campus**

- July 8, 10 and 11
- September 24, 25 and 26
- December 3, 4 and 5

**2018 Blood Drives at Onalaska Campus**

- August 9
- October 4
- December 13