President’s Message

This year has been an experience in trying different ideas; a new location for the Fall Conference, changing the agenda for the Annual Meeting, making a change to the Bylaws and building a working relationship with the MHVRP. The MAHA Board of Directors has worked very hard as a team to plan future activities that will encourage growth within our organization.

As spring approaches we are ready to visit the six districts, participate in the installation of their officers, bring news about legislative activities, offer ideas to help local groups with fundraising and encourage you to attend the 66th Annual Meeting and Educational Institute on Mackinac Island in June.

Our membership has truly been exceptional in giving of their time, energies and monetary help to their individual hospitals. Sometimes we tend to believe that the little duty we preform isn’t that important, but it is vital to the hospitals you serve. Without your efforts the patients, staff and the community would be lacking. Your arms, legs, brains and heart provide that extra touch of a volunteer.

Thank you for allowing me the honor of representing the Michigan Association of Healthcare Advocates this year as your president. I have garnered friendships that will stay with me for a lifetime, experiences that have taught me to stay the course and that being a volunteer is the greatest gift you could ever give.

Jeanette Havel, MAHA President

Official Call to the 66th Annual Meeting and Educational Institute of MAHA

The Board of Directors of the Michigan Association of Healthcare Advocates does hereby issue to all members, the official call to the Annual Meeting and Educational Institute to convene at Mackinac Island, Michigan, Tuesday, June 9, 2015, at 4:00 p.m. in the Theatre of the Grand Hotel.

Agenda items will include the election officers, receipt of new business, and other matters pertaining to the MAHA.

Jeanette Havel, MAHA President
### MAHA LOOKING AHEAD 2015-2021

The following dates are for your calendar — Information current as of January 1, 2015

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*Attended by MAHA President
**Attended by MAHA President and MAHA President Elect (and/or VP Ed)
***Attended by MAHA President, MAHA President Elect and MAHA Vice President of Education

Prepared by: Nancy Viele, President Elect 2014-2015, nviele522@gmail.com

Please notify the MAHA President & President Elect as soon as you know of a new meeting date or meeting change so we can keep the calendar accurate and up to date. Thank You!
Report of the MAHA Committee on Nominations

The MAHA Committee on Nominations presents the following candidates for the proposed Slate of Officers for the year 2015 – 2016 for election at the Annual Meeting to be held June 9:

- Vice President Education: Carol D’Alberto, UPD
- Secretary: Anne Lorentzen, ECD
- Treasurer: Ed Hugan, ECD
- Conference Coordinator: Pat Sampsel, SWD
- Legislative Advocacy Director: Cynthia Hopper, UPD
- Membership Director: Margaret Ohryn, SED
- Communications Director: Patt Luomala, NCD

**AUTOMATICALLY SUCCEEDING TO OFFICE:**

- President: Nancy Viele, ECD
- President Elect: Mary Lu Cramer, SED
- Counselor: Jeanette Havel, ECD

The appointed position of Vendor Coordinator shall be filled by Janet Barker of the ECD.

As directed by MAHA Bylaws each Nominee received a letter requesting written Confirmation of Acceptance of the nomination. Signed letters have been returned and are on file with the Chairman of the Committee on Nominations.

Article X (10), Section 7 of the MAHA Bylaws provides that “additional nominations may be made by a petition of five (5) member Auxiliaries/ Volunteer organizations of MAHA with a written consent of the nominee, submitted to the Secretary at least fourteen (14) days prior to the Annual Meeting.”

**MEMBERS OF THE COMMITTEE ON NOMINATIONS:**

- Alma Bershas, Chair, SED
- Jeanette Havel, ECD
- Nancy Viele, ECD
- Shirley Harris, WCD
- Mary Lou McFadden, SWD

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**IMPORTANT PHONE NUMBERS**

- Lansing Quality Suites
  (517) 886-0600
- Grand Hotel
  (906) 847-3331
- MHA Headquarters
  (517) 323-3443
- Crystal Mountain
  (231) 378-2000
- Jeanette Havel, President
  (989) 747-0268 (home)
  (989) 254-9063 (cell)
- Nancy Viele, President Elect
  (810) 655-6419 (home)
  (810) 479-6015 (cell)
Notice of Proposed Bylaw Amendment

The MAHA Board of Directors, at their January 15, 2015 board meeting approved to amend our Bylaws. In accordance with the MAHA Bylaws we submit the following for publication in the *Highlights*:

**PROPOSED BYLAW AMENDMENT AS JANUARY 15, 2015, ARTICLE VI-BOARD OF DIRECTORS, SECTION 6**

**Currently reads:**

*Section 6: No person may return to the MAHA Board after serving as Counselor unless in the capacity of District President.*

**Change to read:**

*Section 6: No person may return to the MAHA Board after serving as Counselor.*

**Rationale:**

Due to the Fact that MAHA Past Presidents who return in the position of District President limit the growth of the MAHA by reducing the pool of candidates for the MAHA Board therefore MAHA Past Presidents shall not rejoin the MAHA Board in any position.

Respectfully,

Bobbi Bruckman, MAHA Secretary, Bylaws/Policy and Procedure Chair

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MAHA Website

Have you checked out our MAHA Website lately? We have done a complete overhaul of the site and added human-interest items, valuable tools such as the basics of parliamentary procedure, fund raising ideas and how to develop and write bylaws. We will continue to keep you informed of our upcoming conferences, and we have expanded the District News section to include information that is occurring in each of our six districts.

Be sure and check out the new tab labeled “Hospital Awards and Recognition” on the home page — you may find a picture of yourself or of your best friend. Also, we have a “Spotlight Section” on the home page that features a different auxiliary/volunteer group each month. Sign on each month to see if your group is featured.

The one item that has not changed with the website is how to access the MAHA website, just go to www.mahaonline.org. If you have any suggestions for additions to this site to make it more user friendly, just drop me an email at nviele522@gmail.com.

Nancy Viele, MAHA President Elect
MAHA 66th Annual Meeting and Educational Institute
June 9-11, 2015

“Volunteers – The Extra Hands”

With increasing challenges at our hospitals to provide our patients with the best possible care, an extra pair of volunteer hands brings needed help. All of us are experiencing a changing healthcare landscape, but the patients and their needs remain constant. So our volunteers and auxiliaries remain constant in their efforts to assist. MAHA has put together a celebration to recognize our members many efforts, and an opportunity to learn and share ideas. And so we invite you to take a few days away from your on-going efforts and celebrate what you bring to your hospitals. What a better place to celebrate than the Grand Hotel! And what a grand environment to learn and take back home new ideas to begin again the task of being the extra hands!

All of us are experiencing a changing healthcare landscape, but the patients and their needs remain constant. So our volunteers and auxiliaries remain constant in their efforts to assist.
Arriving at the Grand Hotel whether by walking or horse drawn carriage, is a delight to the senses. Hopefully, the lilacs will be in bloom. This begins your opportunity to relax and meet fellow volunteers and friends. Registration runs from 1:30 to 3:30 p.m. in the Terrace Room. You will have plenty of time to chat with the officers of your District, the MAHA Board, and other volunteers. Don’t forget to visit the Legislative table, and Resources table where you will also find some fundraising ideas. The Conference program starts in the Theater at 4 p.m.with a short business meeting followed by our Opening speaker. Nationally known speaker and performer LaDonna Gatlin will start us off with her unique approach to life and growth that incorporates her wonderful music in “Tune up Your Life.”

Your Wednesday can start with an early morning walk that meets on the front porch at 6:30 a.m. or Breakfast in the Main Dining Room running from 7:30 to 8:45 a.m. The program begins at 8:45 a.m. in the Theater with our associates from MHA addressing legislatives and pertinent healthcare issues in Michigan followed by a break from 10:15 to 10:30 a.m.

The break is followed by the first of our breakout sessions. You can pick from among three knowledgeable speakers who are fellow hospital associates. Darcy Macke, a Volunteer Coordinator, who has been very successful at recruiting her volunteers to contribute more at her hospital, will provide practical ideas in “Looking for Tomorrow’s Leaders Today.” Fellow hospital volunteer Larry Pienta, an IT expert, will provide information and step by step instructions on using a website, and bulk email in your volunteer program. He will also talk about smart phones in “Computer Tools for Volunteers.” Our third speaker, Russ Billau, runs both his hospital’s volunteer program and gift shop which included responsibility for building a new gift shop two years ago with help from Cindy Jones. He will be providing hands on information and ideas in “Managing a Volunteer Gift Shop.”

Lunch will run from 11:30 a.m. to 1 p.m. in the Main Dining Room. The second breakout session will run from 1 to 2 p.m. Then back by popular demand from 2:30 to 4 p.m. is our Tea and Talk Networking Session. This is an informal opportunity to network with your fellow volunteers, auxiliaries, and MAHA Board members over a cup of tea and goodies.

Prior to our banquet in the theater, MHA will host a reception at 6 p.m., either in the Terrace Room or on the front porch depending on the weather. The view from the porch is so beautiful, we will keep our fingers crossed for sunny weather. Dinner begins at 7 p.m. in the Theater followed by the Installation of the 2015-2016 MAHA Board by the MHA Chairman of the Board. After dinner the newly installed President will host a reception in the Governor’s Suite. I know that our new President, Nancy Viele, will want to meet and talk to all of you about your interests and concerns.

Our meeting on Thursday starts at 9:15 a.m. in the Theater with a fun send off by clown Dr. C. Niles aka Frank Ringquist, who will talk about the benefits of humor on healing and the unique approach he uses at his hospital in “Humor Therapy – Humor Can Be Hazardous To Your Illness.”

The MAHA Board hopes you can join us to celebrate your volunteering efforts, enjoy the company of your fellow volunteer and auxiliaries, and return to your hospital with renewed enthusiasm and new ideas.

We can’t wait to see you at the Island!

Mary Lu Cramer, VP Education
AGENDA

TUESDAY, JUNE 9
1:30 – 3:30 p.m.
Registration
Hospitality Room in Terrace Room
4 – 5 p.m.
**MAHA ANNUAL MEETING** (Theatre)
   Welcome
   Jeanette Havel, MAHA President
   Opening Prayer
   Nancy Viele, President Elect
   Flag Ceremony
   *(By Federal law people may not be admitted to the theater while the flag ceremony is in process)*
   American Legion Post K 299
   Business Meeting
   Election of Officers
   Conference Orientation
   Mary Lu Cramer, VP Education
   Hotel Orientation
   Pat Sampsel, Conference Coordinator
4 p.m.
Rooms Available for Registrants
5 – 6 p.m.
**OPENING SPEAKER** (Theatre)
“Tune Up Your Life”
LaDonna Gatlin
6:30 – 8:30 p.m.
Dinner (Main Dining Room)
8:30 – 9:45 p.m.
District Receptions (TBA)
9:45 p.m.
MAHA Current Board Meeting (President’s Suite)

WEDNESDAY, JUNE 10
6:30 – 7:30 a.m. (Front Porch)
Early Morning Walkers
7:30 – 8:45 a.m.
Breakfast (Main Dining Room)
8:45 – 10:15 a.m.
**Legislative & Hospital Issues Today** (Theater)
   MHA representatives
10:15 – 10:30 a.m.
Break
10:30 – 11:30 a.m.
The Workshops Begin and are repeated twice.
   See Workshop Topics above.
11:30 a.m. – 12:45 p.m. (Main Dining Room)
**GRAND LUNCHEON**
1 – 2 p.m.
2nd Workshop Begins
**WORKSHOPS**
   “Looking for Tomorrow’s Leaders Today” (Terrace Room)
   Darcy Macke, McLaren Port Huron
   “Computer Tools for Volunteers” (Cottage Room)
   Larry Pienta, DMC Huron Valley Sinai
   “Managing a Volunteer Gift Shop” (Grand Pavilion)
   Russ Billau, St Joseph Mercy Chelsea
2:30 – 4 p.m.
“Tea and Talk” Networking (Room 218)
   Hosted by
   Mary Lu Cramer, current VP Ed
   Carol D’ Alberto, incoming VP Ed
4 to 6 p.m.
Free Time
5:30 p.m.
New MAHA Board Photo
6 – 7 p.m.
Reception hosted by MHA
7 p.m.
**BANQUET** (Theatre)
   Installation of Officers
9:30 p.m. (or immediately following installation)
   President’s Reception (Room 246)

THURSDAY, JUNE 11
6:30 – 7:30 a.m.
Early Morning Walkers (Front Porch)
7:30 – 9 a.m.
Breakfast (Main Dining Room)
9:15 – 11:15 a.m.
**CLOSING SESSION** (Theatre)
   MAHA Remarks
   Jeanette Havel, MAHA President
   Fall Conference – Crystal Mountain
   Closing Speaker – Frank Ringquist aka Dr. C. Niles
   “Humor Therapy – Humor Can Be Hazardous to Your Illness”

Thank you for joining us at our Annual Meeting.
Hope to see all of you October 12-14, 2015 at our
Fall Conference at the beautiful Crystal Mountain
Spa and Resort.

DID YOU KNOW?

Did you know you are allowed 30 hours for attending the **MAHA Annual Meeting** and **Fall Conference**? Just report back to your hospital after you attended the meetings and have your total hours served as a volunteer updated. These meetings are held for your benefit as a volunteer. The information presented is intended to help you become better at the things you do for your hospital. Claim the hours and boost your total volunteer hours.
# MAHA 66th Annual Meeting and Educational Institute Speakers

## OPENING SPEAKER
**LaDonna Gatlin**

*Tune Up Your Life*

LaDonna Gatlin knows firsthand that we can’t live someone else’s dream ... that in order to be our absolute best, we must find our own voice and “sing our own song.” She has spent her entire career empowering people to “sing their own song” from the inside out through their words, their deeds, and their actions. An active member of the National Speakers Association, LaDonna has earned its highest professional designation, the Certified Speaking Professional (CSP). In 2005, LaDonna was one of five new inductees into the Speakers Hall of Fame, receiving the prestigious Council of Peers Award for Excellence (CPAE), a lifetime award for speaking excellence and professionalism.

LaDonna is a contributing writer to the best-selling book series *Chicken Soup For the Soul*. In her own book titled *The Song in You, Finding Your Voice, Redefining Your Life*, LaDonna shares her personal story in a very transparent (often hilarious!) way to craft an uplifting message. This you-can-do-it guide offers practical, emotional, and spiritual insights gleaned from her experiences as part of a famous musical family and as a woman whose faith compelled her to walk away from untold riches and fame to “sing a different song” apart from her brothers, Country Music’s legendary Gatlin Brothers.

## CONFERENCE SPEAKER
**Russell Billau**

*Managing a Volunteer Gift Shop*

Russ has been managing the St. Joseph Mercy Chelsea Hospital Gift Shop since 1992. Prior to that, he spent 15 years in the retail business. In 2011, he also became the Director of Volunteers for SJMC Hospital and while continuing with his duties as Gift Shop Manager. In 2013 he oversaw the construction of a new Gift Shop that tripled the size of the space. He is a member of the Michigan Healthcare Volunteer Resources Professionals and the Michigan Gift Shop Managers Association. He is also a Volunteer at St Joseph Mercy Chelsea Auxiliary and a graduate of Eastern Michigan University.

Russ has been married for 33 years and has 3 children. He greatly enjoys pontooning on Lake St. Helen, anything Michigan Wolverines, or the Red Wings.

## CLOSING SPEAKER
**Frank Ringquist aka Dr. C. Niles**

*Humor Therapy – Humor Can Be Hazardous to Your Illness*

Frank aka “Dr. C. Nile” has been clowning around since May of 2000 when he graduated from “Fundamentals of Clowning” taught by Luv-n-Laffs Clown Alley in Stafford. Since his graduation he has attended “Advanced Studies in the Art of Clowning” with Ringling Brother’s notables – Michael “COCO” Polikov and Leon “BUTTONS” McBryde in 2006, 2007 and 2008. He has attended national and international clown conventions to stay current in the latest caring clown topics.

Frank is the President Emeritus of the Stafford Hospital Auxiliary, President Emeritus of the Luv-n-Laffs Clown Alley, an instructor in the Luv-n-Laffs Clown School and is the “Boss Clown” of the Luv-n-Laffs Caring Clown Unit (Hospital clowns). He holds a degree in Metallurgy from SUNY and an MBA from Strayer University. He is retired from 22 years of Federal Government service, as the Director of Market Planning and Research for the Defense Logistics Agency of the Department of Defense. Other than clowning he stays busy as a volunteer in the Traffic Safety Division of the Stafford County Sheriff’s Office, is the Chairman of Seniors and Law Enforcement Together (SALT) for the Fredericksburg, Spotsylvania and Stafford Triad. Along with being a musician in two handbell choirs and a member of the “technical ministry” sound and lighting at his church.

“Dr. C. Nile” heads up the Clown Care Unit of Luv-n-Laffs at Mary Washington Hospital in Fredericksburg and the Stafford Hospital. He brings a humor break in to the routine of all patients and staff in the hospitals. His motto is “I bring laughs to all kids under 155 years old”.

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CONFERENCE SPEAKER
Larry Pienta
“Computer Technology for Volunteers”
lpienta@gmail.com

Larry is a volunteer at Huron Valley Sinai Hospital in Commerce Township. He has maintained the email list, created newsletters and directories, and set up a website for the volunteer program. He served on the 5-person Steering Committee, an advisory board to the hospital and to the volunteers.

During his working career, he was in Information Technology. He worked for Williams International, Stroh Brewery, CIBER, the State of Michigan, and Auto-Owners Insurance. His hometown is Lansing. He holds a bachelor’s degree in Math from Michigan State University. He has three children, Susie, Todd, and Jeff. He enjoys golf, bowling, and travel.

CONFERENCE SPEAKER
Darcy Macke
“Looking for Tomorrow’s Leaders Today”

Darcy Macke is the Volunteer Coordinator at McLaren Port Huron. She has a B.S. in Public Administration with a concentration in community development. Volunteering and making a difference in her community is her passion, and she has a smile so big that you can’t help but smile in return.

In her spare time, she enjoys spending as much time as she can outside, in her garden or walking along the shore of Lake Huron, looking for beach glass and fossils. She is a writer, and hopes to publish a book that will top the New York Best Seller list. She is learning how to play the cello, she enjoys photography, cooking, and volunteering with groups which promote the arts.

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Highlights

Karen VanCura, DVS, has an assistant, Connie Davila in the Volunteer Office. Welcome Connie.

Mike Himmelspach is the new manager of The Evergreen, Genesys onsite greenhouse. He will also be involved in a new undertaking shared by Genesys, Genesys Volunteers and the community. It will “open” on the Genesys campus in the spring.

Hurley Medical Center, Flint

Hurley Auxiliary celebrated its birthday in March with a luncheon honoring the past presidents. It was the first official viewing of the new smocks for the members. What a way to celebrate St. Patrick’s Day!

Sales in December exceeded previous year sales by quite a margin. We are well on our way to achieving a good portion of our project pledge.

The Hurley Ball, a project of the Children’s Miracle Network was in March. Our past president and his wife represented our Auxiliary.

The Healthcare Advocacy Day in Lansing was attended by several and the information shared with our membership on their return.

Marlette Regional Hospital

We had a very successful $5 Jewelry sale, a large well attended Vendor Sale. Spring has been busy planning our fund raiser for the year.

We donated funds to our Angel Tree in December in memory of past members.

McLaren Flint

We look forward to many new opportunities to meet fellow volunteers at conferences and events. We recently visited Covenant HealthCare in Saginaw to learn about their VSys One volunteer management software. We appreciated the Director of Volunteers and her staff for taking time to meet with us.

In fiscal year 2013-2014 we had 1,988 Volunteers that worked 41,275.5 hours in the 29 service areas we support.

The Auxiliary Volunteer Service Awards an Annual Report luncheon was held in December with 130 attendees and there was an excellent turnout for the General Membership Meeting in February.

The “Special Things Gift Shop” had been closed for remodeling and we were anxious to be back in business in the new surroundings.

Several McLaren Flint Auxiliary Board members are eagerly awaiting the Spring ECD meeting and the MAHA Annual Meeting.

MidMichigan Medical Center – Gladwin

Even though there was snow on the ground Gladwin volunteers were busy planning and working on spring events.

Looking back, the Holiday Gift Closet Sale was extremely successful and popular with hospital staff and the community shoppers. The Annual Love Light Tree lighting was well attended and included the drawings for the five quilts which were donated.

With the monies from the Book Sale, Scholarships for diabetic and nutrition education has been started.

The second annual BraLaLa is planned and the monies will be used for the mammography screening scholarship fund.

There was a rummage sale in April and the Tor Tours for children in the community. All this in addition to the regular activities the volunteer continue to perform so faithfully: the ambassador program, reception, desk staffing Gift Closet staff, fundraising and more. A more dedicated group will be hard to find.

St Joseph’s Health Systems, Tawas

St Joseph’s volunteers are considering new services to add to their roster of projects during this coming year. Those being considered: popcorn sales, a Green Thumb Club that will help maintain the hospital campus plant.
beds, and a traveling SMILE cart (Smiles Make Illness A Little Easier) for patient’s rooms and the waiting rooms. They have added sewing heart-shaped pillows to the home project list of activities. These pillows are sent home with women who have recently undergone a stereotatic breast biopsy procedure.

St Joseph’s volunteers have fulfilled their pledge early of the funds promised to the Emergency Department renovations. The pledge was for $76,000! They have also fulfilled their pledge of $22,732.25 to purchase Accucheck Glucose Monitoring machines.

**St Mary’s of Michigan – Saginaw**

2015 marks the 55th anniversary of our Volunteer Alliance (previously called Auxiliary) and our Gift Shop. The hospital is celebrating its 140th anniversary so we are looking forward to participating in a year of celebration! Come join us. We are planning a “gift for our Associates” to acknowledge and thank them for their dedicated work during our anniversary year.

In January we celebrated the retirement of Shirley Gnatkowski, our Gift Ship coordinator. She has been a blessing to Alliance and the hospital over her years of service.

In May we hosted the ECD Spring Meeting at Horizons. We hope that you were all there.

**Anne Lorentzen, ECD President**

**NORTH CENTRAL DISTRICT**

**Cadillac**

The Lights of Love service was very nice with donations of $7,500.

On February 5th we will be having a candy sale for Valentine’s Day.

As February 1st we will be changing our name. After that date we will be known as Munson Healthcare Cadillac Hospital. We are in the process of changing our badges and vests. We are beginning to work on the Power of the Purse. This exciting fundraiser will be held in August.

**Charlevoix**

It has been a difficult winter for everyone. At last our remodeling is completed. We have a new Admissions area. On February 12, the ribbon cutting was held for our beautiful new Chemo Infusion Suite. The Guild gave another $10,000 of their $50,000 pledge toward the remodeling projects.

**Cheboygan**

McLaren Cheboygan Campus Guild held a Christmas Shopping Spree in December resulting in $1749.21 profit. Our tree of Lights Campaign raised $3609.51.

We are hosting the NCD Spring Meeting on May 29. Installation of Officers will be held. The speaker for the meeting will be from the Mackinaw Historical Society. We are planning a Power of the Purse fundraiser for August.

The Guild has purchased equipment for the Surgical Department and Laboratory.

**Gaylord**

Our fundraisers this year were very successful. We had a Caramel Apple Sale in October. A Books are Fun Sale and Christmas Wreath Penny War were held in November both being very profitable for our Auxiliary. Out Lights of Love in December honored and remembered many people. February brought our Choco-Mania Bake Sale for Valentine’s Day. We are looking forward to our Dinner Dance – Cherry Pink in May. This is our largest fundraiser. We appreciate the priceless dedication of our members.

**Grayling**

We are getting used to our new name, Munson Healthcare Grayling Hospital. We had an extremely busy December that included a bake sale and Lights of Love Campaign. We also had a cookie and confection contest for the staff and volunteers. We were very happy to give a check for nearly $17,000 towards our pledge to the Cancer Infusion Center.

**Traverse City**

In 2014 the Munson Medical Center Volunteers donated ceiling mounted patient lifts at approximately $13, 00 each. These lifts are used to help move and reposition patients with less stress on the patient and the staff. We held a “Masquerade Jewelry Sale”. Many of our employees had never attended previous vendor sales. This event raised over $5,000. Some members attended the MAHA 65th Annual Meeting on Mackinac Island in June. Attendees reported the experience to be energizing, illuminating and instructive. Learning the differences in the Auxiliary Organizations left them with a better understanding. They also attended NCD meetings in Alpena and MAHA Fall Conference at Crystal Mountain.

**Vivian Mettler, NCD President**

**SOUTHEAST DISTRICT**

**Crittenton Hospital & Medical Center**

I’d like to introduce myself to all of you. I am Lynn McCabe and have recently joined the staff of Crittenton Hospital Medical Center here in Rochester, as the Director of Volunteer Services. I’m truly excited to have the opportunity to work with 500 adult and teen volunteers and oversee the Gift Shop. I will look forward to meeting all of you at upcoming events!

**Lynn McCabe, Director of Volunteers**

**Crittenton Volunteer Group**

**DMC Huron Valley – Sinai Hospital – Commerce Township**

The Gift Shop of Huron Valley-Sinai Hospital was closed the end of 2014. DMC is looking for uniformity in their shops, so some time after the first, we expect a combined coffee/gift shop will be opened and run by the Hospital.

On December 24th, the Volunteers passed out Poinsettia plants to the patients who were remaining in the
Highlights

A Reminder
Please help keep our mailing list current by sending address changes or corrections to your District Vice President of Membership. This will ensure that the publications will be delivered promptly.

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Munson Medical Center

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North Ottawa Community Hospital, Grand Haven

hospital for the holiday. This is an annual tradition, and helps cheer those who are not able to go home to celebrate Christmas.

Barbara Brennan, Volunteer Liaison
DMC Huron Valley – Sinai Hospital Volunteer Group

DMC Sinai Grace Hospital – Detroit
Volunteers at DMC Sinai Grace Hospital have welcomed the new CEO/President of the hospital, Paula Autry. The ER and ICU Departments have opened after new renovations.

Juanita Dickerson, President
DMC Sinai Grace Hospital Guild

Garden City Hospital – Garden City
The Garden City Guild is doing well. They are helping out with community projects and looking forward to a visit from the SED President in February.

Bonnie Barringer, Administrative Liaison
Garden City Hospital Guild

Henry Ford Macomb Hospital – Clinton Township
The volunteers are looking forward to the new Point of Sale terminal to be installed soon in the Gift Shop. Once the installation is completed, the volunteers will be able to scan the barcode on the items to more easily complete the sale. They are also looking forward to having a new payroll deduction system. What an exciting time!

Bev Hartman, Volunteer Liaison
Henry Ford Macomb Volunteer Group

Henry Ford Wyandotte Hospital – Wyandotte
Our hospital is continuing renovations in several areas of the hospital. The areas currently in process are the Subway restaurant located in the Lobby and the Gift Shop, also located in the Lobby.

The hospital administration is looking into the possibility of purchasing a display cabinet that would be used by the Auxiliary as well as the hospital to exhibit awards that have been received by their respective organizations.

Many activities are being planned throughout 2015 to highlight the 100th Anniversary of the Henry Ford Health System. Participation in these activities will be available to all employees and volunteers.

The Auxiliary recently approved the purchase of two oversize sleep chairs, to be utilized in the Maternity Department by expectant fathers awaiting the birth of their offspring.

Sandy Chavez, Auxiliary President
Henry Ford Wyandotte Auxiliary

McLaren Port Huron – Port Huron
Last summer Port Huron Hospital was bought by the McLaren Group and we are now known as the McLaren Port Huron Auxiliary. McLaren is planning on building a 5 story tower of rooms and a Cancer Center. Construction could start in the spring and will go on for about 3 years. It’s all very exciting for our Auxiliary to watch and be a part of. We have several fund raisers planned for this year including Books R Us, purse sale, jewelry sale and our annual Christmas bazaar. The Little Black Dress fundraiser for Breast Cancer, which is a joint partnership with the Kearns family, McLaren Port Huron and St. Joseph Mercy Hospital is in March. Our Ice Cream and Strawberry Social is put on by our Auxiliary in late summer for our hospital staff, to honor and thank them for their hard work. The Skylight Café and Gift Shop, both run by the Auxiliary, are operating smoothly. On behalf of our Auxiliary we wish you all a snug and safe winter.

Sue Barbe, McLaren Port Huron Auxiliary President
McLaren Port Huron

ProMedica Monroe Regional – Monroe
Our hospital has become a member of ProMedica as of January 1, 2015. And we have a new name - ProMedica Monroe Regional Hospital. Employees and volunteers are updated through emails and meetings as the transition is completed.
The Guild approved $7,000 yearly for a three year period for Halo Sleep Sacks. These are provided to each discharged baby to promote a safe sleep environment. This is a Michigan Department of Community Health focus as well as a goal for ProMedica so we were happy to provide the funding.

Beth Grna, Auxiliary President
ProMedica Monroe Regional Auxiliary

Providence Hospital & Medical Center – Southfield

OLPL Southfield - Our Lady of Providence League wishes all a Happy New Year. We are very busy planning for our annual meeting on April 15, 2015, at Glen Oaks Country Club and for our 50th Anniversary on May 27, 2015. We plan to reflect, to remember and to recognize all of our contributions and achievements Down Thru the Years. We are looking forward to a wonderful Golden Anniversary.

Carolyn A. Drake, President
Our Lady of Providence League

Providence Park Hospital & Medical Center – Novi

The “Thanks for Giving” Celebration Open House was held at the Providence Park Hospital for all the Providence Park volunteers on Friday November 14, 2014. It was well attended by our great group of volunteers participating in a mixer to encourage everyone to talk to others they hadn’t met before. The festivities of fellowship, food, and gifts, were enjoyed by everyone as well as music, a 50/50 drawing and a photo booth to document the occasion. As our custom, a check for $40,000. was presented to Peter Karadjooff, President, Providence Park Hospital.

Pat Poirier, League President
Providence Park Hospital & Medical Center

St. John Macomb Center Hospital – Warren

The St. John Macomb Center Hospital Auxiliary continues to be very active. In 2014, volunteers donated 200 Baby Hats, 192 Lap Robes and 196 Wheel Chair Bags, in addition to distributing Christmas Booties for newborns, adult hats and pillows. In addition, a group of sewers contributed about 500 Teddy Bears to the cancer patients of our Center and the St. John Moross facility. Our Christmas Angel sales were very successful this year. At last count, we had sold over 65 Angels for a profit on each of $10. We gave out two scholarships this year to deserving high school seniors who had contributed volunteer hours and were pursuing medically-related studies. The Auxiliary continues to explore new fundraising activities and we hope to see a meaningful increase in this area in 2015.

Sallie Hock, President
St. John Macomb-Oakland Hospital Macomb Center Auxiliary

St. John River District Hospital – East China

Our Auxiliary members were enriched by a visit in January from Marilyn Beverley, President of SED. Marilyn attended our bimonthly membership meeting. She energized us and made us feel proud of our volunteering contributions. Photographs from her visit are posted on the MAHA website. Please note that there is one photograph of our group and two photographs of our therapy dog, Murphy. If you have a therapy dog at your hospital, then you already know the joy the dogs bring to patients, visitors, associates and volunteers.

We will be holding another right-brain fundraising project on February 7. The painting will be of the Marine City Lighthouse. We will complete our yearly fundraising schedule shortly and are contemplating several new ideas and approaches.

Looking forward to spring ...
Carol Ann Towne, Chairman of the Board
St. John River District Hospital Auxiliary

St. Joseph Mercy Chelsea – Chelsea

St. Joseph Mercy Chelsea Hospital Auxiliary - Change has been occurring all over our Hospital campus in the past year with the change of our name being one of the biggest. On December 5th,
The grounds of our hospital with a Mass held outside and a luncheon inside afterwards on a beautiful fall day. During the holidays as always we have our Bells of Christmas Joy which are hung on our Christmas tree in the entrance way of the hospital which went to our Emergency room fund to help patients. And taking poinsettias to patients who are with us during the holidays. Along with our fundraisers which are books, uniforms & jewelry sales during the last few months.

Karen Hagen, Communications Chairman
St. Joseph Mercy Port Huron

St. Joseph Mercy Oakland – Pontiac

-St. Joseph Mercy Oakland – Pontiac - Delight the world with Compassion, Kindness and Grace-

Mercy Volunteers celebrated our 2014 Christmas Luncheon with fellow volunteers and staff at the beautiful Iroquois Club in Bloomfield Hills, MI. We had an amazing lunch with enjoyable Christmas conversation.

Mercy Volunteers have recently donated to five St. Joseph Mercy Oakland programs. We are delighted to donate five thousand dollars to each of the following: Michigan Stroke Network-Compassion Fund, Faith Community Nursing, Mercy Dental Clinic, Mercy Place Clinic and Oncology Department-Cancer Resource/Image Enhancement Center.

We thank the kindness of the Mercy Volunteers that work so hard to continue our fundraising so we may denote our funds to so many worthy causes throughout the hospital and our programs.

We are excited to continue our fundraising as this year we have scheduled five fundraisers to look forward to. Our staff, volunteers and guests look forward to many of our yearly sales.

Michele Dunaj, President
SJMO Mercy Volunteers

Marilyn Beverley, SED President

SOUTHWEST DISTRICT

Clinton Hospital, St Johns

Our Auxiliary is ahead of our committee to pledge $100,000 over a five year course.

We have had success promoting our gift shop on Facebook, our sales have increased as a result.

Our spaghetti dinner raised $1583 with $314 of that credited to auction of gift baskets.

Have a great springtime everyone.

Ione Berg, Auxiliary President

Eaton Rapids Medical Center

Our gift shop had a wonderful Christmas Season. Looking forward to Valentine’s Day, St Patrick’s Day, and Easter.

Our third Purse Bingo will be held on Thursday, May 7. Anyone interested in tickets contact Patti Oliver 517-281-9705.

We are currently raising money to purchase a bladder scanner.

Patti Oliver, Auxiliary President

Allegiance Health, Jackson

Volunteers hosted a satellite gift shop at One Jackson Square for off-site employees. Did very well, looking into opening permanent part-time shop.

$80,000 proceeds from our Pink Ball will be donated to the Special Care Nursery renovation. An additional $25,000 will be donated to the expansion of our Gale M Jacob Cancer Center.

Cheryl Simonetti, Volunteer President

Lakeland Hospital, Watervliet

Have been very busy with fall fundraisers, for our 20th year we sponsored a Tree of Love in the lobby, and decorated with angel ornaments. We have had a Swiss Steak dinner, linen sale, book sale, craft show and will be holding our first Silvique Jewelry Sale in March. We have increased our volunteer hours over 1,500 hours in 2014.

Diane Camfferman, Auxiliary President

2014, the Hospital’s new Cancer Center opened to provide a more convenient treatment location for patients in this area. Our Auxiliary has made a commitment to this new center of $100,000 over a five year period and at our awards dinner we were able to present our second check for $20,000 to the center. We are also proud to state that in 2015, we will be celebrating our 45th anniversary of our auxiliary.”

Harry Drury – Communications Chairman
St. Joseph Mercy Chelsea Auxiliary

St. Joseph Mercy Port Huron – Port Huron

St. Joseph Mercy Hospital celebrated its 60th Anniversary in September on the MAHA Highlights

Deadlines for future issues:

July 1, 2015 – September 2015 Issue
November 1, 2015 – January 2016 Issue

I wish to thank everyone who sent articles for the April issue in a timely manner. I look forward to receiving more articles for the September, 2015 and January, 2016 issues. Please send your articles to the address listed below.

Remember:
ELECTRONIC SUBMISSION IS PREFERABLE AND IS ENCOURAGED.

If you do not have a computer your DVS or someone at the hospital may let you use theirs. Remember to send your hospital articles to your District Presidents so they may make a synopsis of the district to present to Highlights.

Patricia (Patt) Luomala
8778 Golvers Lake Road
Bear Lake, MI 49614
pattluomala42@yahoo.com

Highlights

Highlights

Highlights

Highlights

Highlights

Highlights
Bronson Battle Creek, Battle Creek

Our annual Trees of Love brought in over $8000, volunteers sell ornaments and do mailings. Had General Meeting and Potluck in December, played bingo, sang carols, and good conversation. Volunteer have donated hats and gloves to our local charities.

Vera Bradley bus trip in the spring, hoping to fill two buses. Will be doing book sale, $5 jewelry sale, card party and art on canvas. Gift Shop is doing well.

Thanks to all who donate to the Green Door Restore.

Joy Webster, Volunteer President

ProMedica Bixby, Adrian

Thanks to Dilla Miller and her crew for making this years record fundraising sales.

Koeze Nut Sale made $4000 thank to Pat Dunlap. Our gift shop had a wonderful year thanks to Janet Lawrence and her helpers. Janet is hoping to retire and is training Carey Wood to take over for her.

ProMedica has announced the building of a new hospital, that will replace both Bixby and Herrick, it is just in the planning stage.

Jim Nickless, Auxiliary President

Pennock Health, Hastings

CEO Sheryl Lewis Blake and the Board of Trustees, announced last fall of plans to affiliate with Spectrum Health.

Our most successful fundraiser was a shoe sale, will be having another one in July. Having a Valentine Bake Sale, use the proceeds to attend MAHA district and state conventions, and donate $1000 to Pennock foundation.

We enjoy our Junior Volunteers, who are gaining experience for a future medical field. We want to thank George Waggoner for his years of service, as he had to step down due to illness, will be missed.

See you at Advocacy Day.

Judy Kidder, Auxiliary President

Barbara Moran, SWD President
Highlights

MAHA District Presidents
Please send a copy of your District newsletter to the MAHA President, Vice President, Resource Chairperson, and Communications Director. Also, remember to send a copy to each of the other District Presidents.

UPPER PENINSULA DISTRICT
Greetings from the Land of Upper Peninsula.

Mary Parvianen has had to withdraw from running for State Legislative Director. Family situations need more of her attention now. Mary has served as UPD Legislative Representative for some time now and we want her to know how much we appreciate her work.

OSF in Escanaba has been busy doing cookie bake sales, a Christmas Gathering at which time qualifying individuals received their hourly pins. Also Lights of Love netted over $3,900 and a Calendar Raffle raised over $2,800. This group has put together a team to plan for their 60th Anniversary this year. Congratulations.

NorthStar Health System volunteer Services in Iron River proudly announces their donation of $22,500 back to the hospital. This will be used to support Department projects and needs. Volunteers put together over 300 gifts for the volunteers at Christmas time. The gift shop now has daily specials. Employees are notified of these specials by way of e-mail. Lights of Love was held at Christmas and two Book Fairs with one in Spring and one in Fall. They also participated in the Christmas Tree Galleria at the museum. This year’s theme was “A Star Lights the Way to Health” The plan is to meet with Volunteers in Wausau to gain information as to how to collaborate with other volunteers.

U.P. Health Systems is now “Portage Health Auxiliary” and has become independent 501c3 non-profit. The new mission “To improve the health and well-being of the elderly and youth in the Copper County. They held their annual Lights of Love program to honor and memorialize family and friends. The funds raised are used to fund eight scholarships in the medical field in four counties. This year they donated a dining room set to Hospice, $200 to the Salvation Army $10,000 to Beacon House, two microwaves to the Senior Meals and $300 to Senior Meals for freezer-refrigerator unit.

Munising is happily planning to host the Spring District meeting in May. Information is soon forthcoming. Munising held the Pecan Sale which has been successful for several years now. The always popular “Lights of Love” program was held in December and funds go toward our scholarships for a medical degree. Applicants must have completed one year toward their degree. Munising Auxiliary also donated to the hospital toward items of interest within the hospital.

Ray Berg, UPD President

WEST CENTRAL DISTRICT
Mercy Health Muskegon
Mercy Health Volunteer Board ‘Coaches’ are pleased to host the upcoming WCD Spring Meeting & Installation of Officers – May 7 on the Hackley Campus of Mercy Health in Muskegon. Theme: “WCD Volunteer – You’re a Good Sport.” We plan to ‘take you out to the ball game’ for the day. ‘Our power hitter’ speakers are sure to ‘hit a home run’ with their diverse talks. After halftime, ‘bases will be loaded’ with the installation of officers. Save the date. ‘Tickets go on sale’ in late April. We look forward to a great representation from all ‘league teams’.

Sparrow Ionia Hospital
The new Hospital building project is on schedule. The building is completely enclosed and work has begun on the inside with expectations for completion in late spring/early summer.

All guilds will participate in a Treasures and Recycled Sale at the Ionia Armory on June 6 during the Classic Car and Truck Show. Proceeds to benefit the Advocates pledge for the new facility.

The Yellow Rose guild will sponsor a bus trip to Shipshewana on August 12. Proceeds to benefit the new facility.

The Sparrow Ionia Advocates have our major fundraising plans in place for our Garden of Gratitude. The bricks purchased in memory or in honor of a person, or group will be placed in a prominent location outside the new hospital.

The annual charity ball [formal event] held each year starting back in the 1950’s was brought back in 2014 after a 16 year absence. The event will be held again this year on April 25. Proceeds will be used for the outdoor garden [project by the Ionia Rotary Club] at the new hospital where the bricks will be placed.

The Lafayette and Ex Libris Guilds will also be planning fundraising and social events to contribute toward our pledge. The Cart N Lobby Guild will be purchasing new items for the gift shop.

Spectrum Health Zeeland Community Hospital
The Loving Lights Campaign was a huge success with donations of more than $7,000 benefiting the expansion of breast care services at Zeeland Community Hospital. The funds helped to purchase a state-of-the-art 3-D tomosynthesis mammography machine an innovative screening and diagnostic tool that creates a three-dimensional rendering of the breast. The added technology will help radiologists see better images, which can contribute to earlier breast cancer detection and a
decrease in biopsies and recall rates. When a donation was made in memory or honor of a loved one, an ornament was placed on a tree in the lobby and the honoree and their family received an acknowledgement letter.

As the New Year comes in, Spectrum Health Zeeland Community Hospital wants to help community members and staff make this year better than the last – offering a healthy approach by strengthening the mind and body with classes such as; Healthy Weight, Mat Pilates, Core, Cardio and Conditioning, Power burn.

Carson Health

What a glorious fall! We had 4 attend Fall Conference in October, great speakers, renewed friendships and great ideas to bring back to our auxiliary.

Many thanks to our volunteers, hospital network, employees and community members for all the support for our fall fundraisers. This fall has seen our semi-annual uniform sale followed by both the annual Book sale and Our Lights of Love in December.

Spectrum Health Ludington Hospital

The volunteers recently made a $50,000 contribution toward their $125,000 pledge to support the hospital’s expansion and renovation project. To date, the volunteers have contributed $100,000 toward the project, which funded a helistop to restore emergency helicopter transport services to and from the hospital, and a private consultation room for families and doctors in the new emergency department. The five-year pledge will be paid off in 2015, which is two years ahead of schedule.

Spectrum Health Ludington Hospital recently honored its volunteers at the annual recognition banquet at Lincoln Hills Golf Club. 39 volunteers were awarded service pins for surpassing significant milestones in their volunteer careers. Judy Thiel and Doris Lundberg were honored as the top volunteers, each surpassing 14,000 hours of service. Judy volunteers in the gift shop and serves as the chairperson of the gift shop committee on the hospital’s volunteer services board. Doris knits baby hats and volunteered for many years in ambulatory surgery. In 2014, 126 volunteers devoted 21,472 hours of service to Spectrum Health Ludington Hospital.

Holland Hospital

Since 2008, the Holland Hospital Auxiliary has responded to the needs of our community by helping college students pursue health care degrees through scholarships. Students must be within 18 months of graduating with an undergraduate or graduate degree. Applications are reviewed in March and scholarships winners are announced in April.

The hospital is currently renovating its 5th floor, setting the stage for improvements on 4-west beginning this spring. The newly remodeled units will contain mostly private rooms, a large central station, two nursing substations, and a work area for physicians.

Holland Hospital’s Comprehensive Breast Services team and hospital’s Fund Development office have established a Breast Care Fund to help reduce the financial barriers and give at-risk women greater access to mammograms and diagnostic screenings. A substantial number of women in our community do not seek out these screening services due in part to financial limitation.

After countless hours of planning, meetings and attention to detail, the hospital’s Urgent Care services on the north side of Holland moved into its new home, a larger building just across the parking lot. The new space increases the number of patient treatment rooms from 12 to 15, with the potential for future expansion to 18 rooms.

For nearly 30 years, the Hospital’s Volunteer Auxiliary has conducted its Lights of Love campaign, securing hundreds of thousands of dollars for hospital programs and services over the years. This year the campaign again received tremendous support from the community, employees and volunteers by raising over $13,500 in contributions. This campaign supports the purchase of items that enhance the care and comfort of patients and their families but are not typically included in a department’s budget.

Barbara Tenpas, WCD President
Volunteering has a meaningful, positive impact on your community. But did you know that it can have many benefits for you too? Here are some reasons to volunteer:

**SELF-ESTEEM**

Research has shown that people who give to others feel good about themselves, adding to their level of self-esteem and self-confidence. Giving to others supports your feelings of self-worth.

**LIFE SATISFACTION**

People who give to others are generally more satisfied with their own situation and life than those who don’t. Givers seem better able to cope with problems and difficulties in their own lives, maybe because they have a good understanding of how many people are worse off than they are. Helping others gives meaning to your life and helps to make life worthwhile. While you are thinking about another person, you aren’t dwelling on your own problems, so you lower your stress levels.

**FEEL GOOD**

Doctors have found that, while a regular phone call of support, from one cancer sufferer to another, helped the recipient, the real winner was the person ringing to help a fellow-sufferer. The improvements in quality of life that the helper experienced far outstripped those of the receiver. It also appears that these benefits gained by helping others last for years.

People who are happy to give to others are generally healthier and don’t suffer from anxiety and depression to the same extent as the community average. It seems that, contrary to popular belief, we don’t feel good by what we get; we feel good because of what we give.
2014 Annual Report of Hours and Dollars

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<th>SED</th>
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<td>2</td>
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</tr>
<tr>
<td>With Voting Privileges</td>
<td>5</td>
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<td>1</td>
<td>4</td>
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</tr>
<tr>
<td>Money Donated to Hospital</td>
<td>$945,796</td>
<td>$275,750</td>
<td>$904,192</td>
<td>$992,456</td>
<td>$182,830</td>
<td>$673,395</td>
<td>$3,974,419</td>
</tr>
<tr>
<td>Other Monies Donated</td>
<td>$28,875</td>
<td>$13,500</td>
<td>$78,249</td>
<td>$59,450</td>
<td>$29,207</td>
<td>$23,500</td>
<td>$232,781</td>
</tr>
</tbody>
</table>

Thank you to all the Hospitals that submitted numbers.

A Special thank you to the District Membership Vice Presidents/ Directors and Presidents for their hard work and diligence. ECD Sherylynn Russo; NCD Betty Plough; SED Mary Lu Cramer; SWD Patti Oliver; UPD Cathy Crimmins; and WCD Shirley Harris

Hours and Dollars Historical Comparison

<table>
<thead>
<tr>
<th>YEAR</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Hospitals</td>
<td>97</td>
<td>96</td>
<td>91</td>
<td>88</td>
<td>86</td>
</tr>
<tr>
<td>Number Reporting</td>
<td>93</td>
<td>93</td>
<td>90</td>
<td>82</td>
<td>83</td>
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<tr>
<td>Number of Beds</td>
<td>15,715</td>
<td>15,966</td>
<td>15,159</td>
<td>14,758</td>
<td>14,284</td>
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<tr>
<td>Number of Volunteers/Auxiliaries</td>
<td>24,866</td>
<td>22,872</td>
<td>21,682</td>
<td>20,299</td>
<td>20,927</td>
</tr>
<tr>
<td>Total Number of Volunteer Hours</td>
<td>2,536,570</td>
<td>2,213,055</td>
<td>2,211,367</td>
<td>2,119,976</td>
<td>2,322,816</td>
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<tr>
<td>Volunteers on District Board</td>
<td>65</td>
<td>58</td>
<td>75</td>
<td>55</td>
<td>59</td>
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<tr>
<td>Total Number of District Hours</td>
<td>5,729</td>
<td>5,985</td>
<td>5,766</td>
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<td>6,289</td>
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<tr>
<td>Volunteers on MAHA State Board</td>
<td>24</td>
<td>22</td>
<td>18</td>
<td>20</td>
<td>18</td>
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<tr>
<td>Total number of MAHA State Hours</td>
<td>6,082</td>
<td>4,772</td>
<td>5,387</td>
<td>7,335</td>
<td>4,925</td>
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<tr>
<td>Total Number of AHA Hours</td>
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<td>Member Presidents on Hospital Board</td>
<td>19</td>
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<td>15</td>
<td>15</td>
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<tr>
<td>With Voting Privileges</td>
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<td>10</td>
<td>9</td>
<td>11</td>
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<tr>
<td>Money Donated to Hospital</td>
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<td>Other Monies Donated</td>
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<td>$281,505</td>
<td>$324,218</td>
<td>$294,657</td>
<td>$232,781</td>
</tr>
</tbody>
</table>

Submitted by Carol D’Alberto, MAHA Membership Director

19
MAHA 66th Annual Meeting
and Educational Institute
June 9-11, 2015 • Grand Hotel