

A FEW GENTLE REMINDERS

- Making others feel at ease is the essence of etiquette, yesterday and today.
- Beware aware and considerate of others' personal space- physical, visual, and aural.
- Think of your tone of voice as a telegram. As a listener, it speaks volumes.
- Never underestimate the message that is sent by your poise and posture.
- Clothes count. Appropriate attire is not only respectful, but refreshing.

We make a difference and here is how...

Summer Teen Stories (Part 1)

I was working at the **Reichert Health Center** when I witnessed a disabled patient in need of assistance to get to her appointment in a timely manner. As I approached her, I could tell that she was nervous. I helped her settle into a wheelchair, and we proceeded into the elevator. I remember her commenting on how to escort a person in a wheelchair into the elevator. Her story was rather interesting; she told me about her journey in her medical career as a medical student in her home country and as a nurse in America. As we got off the elevator on the fourth floor, I could tell she was thankful. We went on to discuss my plans for the future. She wished me good luck and said "If you put your mind to something, you can get there." These words still stuck with me today a month later. After her appointment, she thanked me. I felt a sense of personal gratification as I was able to contribute to making someone's day a little easier. Thank you SJHMS for this wonderful opportunity. *Neal Parikh*

One patient interaction was when I met an older woman. When I offered her a magazine she immediately accepted and asked if books were always brought around. When I said yes, she mentioned that nobody had ever offered her any **books or magazines** (she could've been sleeping) and that she'd been so bored with nothing to do or distract her. That was when I realized how although small, volunteering actually was making a difference to patients like her.

Priyanka Naik

Although I haven't had much contact with the patients in my area, I have had interaction with visitors. Being a 3 north **Welcome Ambassador**, I sit by the elevators and it brings me so much joy to see patients' families getting off the elevator so happy and excited to finally meet the baby he or she has been waiting to meet for so long. Also, seeing the excitement on the new fathers face as he pushes heavy carts filled with his wife's items to the elevator to be taken home after so long. So excited that when he asks me where parking lot Q is I have a hard time deciphering what he is trying to say because he is so overjoyed. *Chloe Cox*

On my first day, I went to a patient's room and followed the standard procedure of introducing myself and asking her if she'd like a **book or magazine**. She was so excited to have the opportunity to read! She'd expressed how much she loved reading and how it'd been one of her favorite things to do ever since she was a kid. She'd told me how much she appreciated being hand-delivered a nice book and how welcoming it felt. This experience not only made her day, but it also made mine. No, I can't cure her illness. No, I'm not a doctor, but I still found a way to make her stay at SJMHS comforting and welcoming. Volunteering, especially at a hospital, is about the little victories and the small gestures that go a long way. This encounter really showed me a lot about what it means to be a volunteer and 'be remarkable'. *Ananyaa Asthana*



allrecipes!

Mid-Summer Italian Bread Salad

INGREDIENTS

1 clove garlic, peeled
2 tomatoes, chopped
1 cucumber, chopped
1 small red onion, chopped
1 clove garlic, minced
handful chopped fresh basil
small handful chopped fresh thyme
salt to taste
1 (500g) loaf good crusty bread or ciabatta
4 tablespoons extra virgin olive oil
2 tablespoons balsamic vinegar (optional)

1. Rub peeled clove of garlic around a wooden salad bowl.
2. In the prepared salad bowl, combine the tomatoes, cucumber, red onion, garlic and herbs. Salt to taste and toss thoroughly. Allow to sit at room temperature in the salt so that the vegetables release their juices (at least 5 to 10 minutes).
3. Pull apart or chop the bread into bite-size pieces. Add to salad bowl and toss. Add enough olive oil and vinegar to lightly coat, toss again and serve.

"People Centered Focus of the Month"



While volunteering put these practices at the center of your day & positively connect with all the people you encounter.

Best Practices For The Best Experiences.....

5 Fundamentals of Patient

Communication: [AIDET](#)

Acknowledge, Introduce, Duration,
Explanation, Thank You.

Why Use AIDET?

Decrease Patient Anxiety

Increase Patient Compliance

Improve Clinical Outcomes

Increase Patient Satisfaction

A gentle reminder....

Living Our Values (LOV) engages colleagues to connect with our Mission and Core Values to care for ourselves, our fellow colleagues, volunteers, and those we serve. By Living Our Values every day, we will improve patient satisfaction, colleague engagement and our culture of safety. Together, we will create the Trinity Health, Experience that is truly people-centered.

Reverence: We honor the sacredness and dignity of every person.

Justice: We foster right relationships to promote the common good, including sustainability of Earth.

Stewardship: We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

Integrity: We are faithful to who we say we are.

Commitment to those who are poor: We stand with and serve those who are poor, especially those most vulnerable.

August Birthdays



St. Joseph Mercy- Ann Arbor



Ivan LeBron 1
Jennifer Davis 1st
Michelle Glorioso 2nd
Devan Walley 4th
Andrew Kesler 5th
Lynn Allison 7th
Cecile Bondekwe 8th
Sarah Malick 9th
Jillian Crimmins 10th
Emma Kovach 11th
Geetha Elangovan 11th
Karin Brooks 11th
Stacey Garcia 11th
Brian Snellgrove 12th
Isabelle Szczepanski 13th
Hanan Maqbol 14th
Jennifer Nguyen 14th
Ella Rumsey 16th
Krystal Alpert 17th
Thomas Firn 17th
Julia Baker 19th
Mildred Bennett 20th
Bethany Steinberg 20th
Mara Cranis 20th
Eunice Bottorff 22nd
Amber Goodwin 23rd
Molly McCormick 23rd
Jill Hughes 26th
Ginny Birchler 27th
Mohammad Iqbal 29th
Anna Ball 31st
Jessica Zhang 31st



St. Joseph Mercy- Livingston



Belle Lambert 4th
Carole Gardner 7th
Jean Dougherty 13th
Jim Mueller 13th
Sarah Watson 17th
Sharon Kangas 23rd

St. Joseph Mercy- Brighton

Jessica Heimonen
3rd
Pamela Hoose
31st



Opportunities



If you are interested in any of the posted volunteer opportunities, please apply or call:

- Livingston & Brighton:
517-545-6121
stjoeslivingston.org/volunteering-livingston
- Ann Arbor & Canton:
734-712-4164
stjoesannarbor.org/volunteering

Livingston Book and Magazine Cart



We are looking for volunteers interested in bringing reading materials to our patient, family and visitors areas.

This role consist of pushing our book cart, keeping our family waiting areas stocked with neat and current items.

A requirement is to have great customer service skills to interact with people and organization skills to maintain the materials. There is training for wayfinding.

NEW VOLUNTEER ROLE: Weekend Welcome Ambassador for St. Joe's Surgical Services The shift is Sat and /or Sun from 6am-10am.

Seeking an energetic individual to assist with way finding and greeting of patient scheduled for weekend surgery.

If you enjoy brightening others day, lots of mobility, and the joy of helping out send me an email and/or share the opportunity with friends, family, and the community.

This role opens in August.



Welcome Ambassadors & Creative Arts Ambassadors recruitment:

Direct your friends and family to stjoesannarbor.org/volunteering to apply.

Attention All Volunteers:

Many bright enhancements are coming our way for a better patient experience and roles may have additional comfort and support measures. Thanks in advance for your flexibility and dedication to the St. Joe's community.