

VOLUNTEER IMPACT 2020



COVENANT HEALTHCARE FOUNDATION ANNUAL VOLUNTEER REPORT

SUMMARY

Volunteers provide time and talent in nearly 40 different services at Covenant HealthCare. Individuals 16 and older help meet the emotional, spiritual and comfort needs of patients, their families and visitors all while supporting our mission of providing “Extraordinary Care for Every Generation.”

Some of the most visible volunteer services include the Gift Shops, Wayfinders, Surgical Desks, Mail Delivery, and Patient Ambassadors on several of our inpatient units. Volunteers also work at home sewing, knitting and crocheting items for our staff and patients. Covenant Volunteers provide unique services such as Cuddler in our Regional Neonatal Intensive Care Unit and our Canine Comfort Care provides support to staff and patients through certified therapy dogs.

Annually, volunteers provide nearly 90,000 hours of service to the organization. Covenant HealthCare offers a high school volunteer program for students to gain valuable experience in a healthcare setting. This program runs June through August each year.

OPPORTUNITIES TO LEARN & GROW

VITAL STATISTICS

2018-2019 HOURS
90,002 / 476 volunteers

2019-2020 HOURS
66,659 / 562 volunteers

THE VALUE OF VOLUNTEER TIME:
Independent Sector estimates the national value of each volunteer hour in Michigan to be **\$25.79 in 2019**. This estimate helps acknowledge the enormous value volunteers provide Covenant HealthCare, placing the value of their time at **\$2,321,151**.

The services and kindness Covenant Volunteers provide are priceless.

Trainings and events are one way that we help volunteers continue to learn and grow, outside of their weekly roles. Emergency Preparedness Training was designed specifically as a resource for their role as a volunteer, but also as a citizen within the community. Emergency Room and Trauma trained professionals and police were on-site to provide training for our volunteers covering topics like: Stop the Bleed certification, active shooter, workplace safety, 7 signs of terrorism, real scenarios in our ECC and how we prepare for surges of patients if there were a disaster.

Our famous popcorn chefs donated approximately 1500 boxes of popcorn to staff to bring smiles and say thank you during the pandemic.

New training opportunities are always on the forefront of our program and include a new Patient Ambassador training. This will provide our new and existing Ambassadors a simulation-based training program designed to better prepare them for the inpatient medical center experience.

Annually all volunteers are refreshed with hospital emergency and safety training. Volunteers who are well informed are more likely to commit to a higher tenure of service.

VOLUNTEER RECOGNITION

Volunteer services staff virtually celebrated and recognized volunteers by providing them with a gift card for ice cream at local businesses (see pictures inside, page 3).

WAYS COVENANT HEALTHCARE VOLUNTEERS SUPPORT STAFF

In January, Covenant HealthCare Volunteers implemented Canine Comfort Care and Coffee for hospital staff. Dogs offer their amazing ability to capitalize on the human-animal bond and bring comfort to patients

and staff. Dogs are non-judgmental and offer unconditional love and acceptance with no pressure to do or say anything. The goal of these meet-and-greet events is to highlight our Canine Therapy teams to staff and provide support for staff members who do not normally benefit from our inpatient rounding. These visits are suspended and we look forward to their return (see pictures inside, page 3).



WHERE ARE THEY NOW? FORMER STUDENT VOLUNTEERS

IMPACT OF



2019 Covenant Summer High School Volunteer Program participants.

THE HIGH SCHOOL VOLUNTEER PROGRAM at Covenant allows students from across the region to experience what careers in healthcare look like. Each summer, approximately 35 students commit to forty hours of service in areas such as Physical Medicine and Rehabilitation, Pharmacy, Imaging & Diagnostics, Cancer Care Center and as Patient Ambassadors on the inpatient units. Many students choose to continue service throughout the school year or return as on breaks as a college student.



ARIANNA SULLIVAN

In Summer of 2013, Arianna volunteered in the Birth Center and Cooper 5 East. She is a graduate of Hemlock High School, and now Central Michigan University as a Physician Assistant. She is a future Nocturnist at Spectrum Health Lakeland starting in January 2021.

“Volunteering at Covenant HealthCare was very beneficial as it helped me realize that I wanted to pursue a career in healthcare.”



Staff and Volunteers gathering with our four-footed volunteers during Canine Comfort Care and Coffee events.



The Canine Comfort Care program brings smiles to patients and staff.



VOLUNTEERING

“Volunteering gives an individual an opportunity to serve in a capacity to give of their time and energy. As you give your service, you receive from those you serve. You receive voices that say, ‘thank you’, appreciation and smiles. You have the power of making a difference and leaving a great impression by volunteering.”

Gwen Rhodes, volunteer since 2017 with over 1,600 hours

“I see the Canine Comfort Care program at Covenant HealthCare as a Win-Win-Win-Win-Win situation. The patients and their families win, as a therapy dog is a nice distraction that brightens up their day. Many times, I have heard patients mention this is the best part of their day. The staff wins since a visit from a therapy dog is a stress relieving break to their day. Saoirse wins since she gets attention from numerous new people. The hospital wins with providing the availability of the therapy dog program. Finally, the volunteer on the end of the leash wins by being able to interact with people, present his dog and talk about the breed.”

Dean Anker with canine Saoirse, volunteer since 2019



PERSONNEL PERSPECTIVES

“Our volunteers on 5-East help us tremendously, and we miss having them during this Covid Pandemic. Their absence is noticed. Most of our volunteers are pre-Nursing, pre-PA or pre-Med college students, and there is a shared goal: they help us meet our patient and 5-East staff needs in a more timely basis and we help them gain the exposure to the acute care hospital setting to add to the required volunteer hours they need for college, and to gain comfort with the hospital environment and patient contact. What we ask our volunteers to help us with is not complex, but so appreciated: answering call lights, passing fresh water, assisting staff to walk patients, etc.”

— Nancy Riffel, Manager 5East

“Volunteers in Imaging & Diagnostics are interested in pursuing a health career in one of our many modalities: X-ray, Ultrasound, CT, MRI, Nuclear Medicine, and Neurodiagnostics. Volunteering gives them the opportunity to experience hands on how the modalities play an intricate part in the healthcare of the patient.”

— Dan Lupcke, Lead Diagnostic Imaging

“Our volunteers are amazing. They stock rooms, clean and organize nurses’ station and computer areas. They spend time chatting with patients and playing cards with them to make them less lonely. We have them do special projects for us like our big boards. The staff miss not only our human volunteers but the canines that would come and help put a smile on their faces.”

— Renee Bootz, Manager 6Main

OUR VOLUNTEERS ARE SWEET!



Volunteers participated in our virtual recognition this summer with some sweet treats from local businesses.



FUNDING REQUESTS

While Covenant Volunteers are providing caring deeds of service, they are also supporting the medical center through financial gifts. Volunteers raise funds through events like Tree of Love, Spring Fling, popcorn sales, baby photo and Gift Shop revenue. 50 percent of all gift shop revenues allow Covenant HealthCare Volunteers the ability to support programs like scholarships for High School seniors, the Family Comfort Fund, Cancer Care Center, Covenant Kids, and Mary Free Bed at Covenant. Recent notable contributions by Covenant HealthCare Volunteers to the medical center include \$100,000 to Covenant Kids over the last 10 years and a commitment of \$250,000 to Mary Free Bed at Covenant. Annually, the volunteers educate the community through the distribution of breast health awareness calendars during the month of October.



IT'S YOUR CALL! HOW CAN YOU HELP?

ARE YOU READY TO HELP YOUR COMMUNITY?

Our volunteers help patients and visitors with just a smile and a helping hand. You can fit a positive volunteer experience into your schedule in as little as a 3-4 hour shift per week. Volunteers often report back a sense of community and uplifting part of their week when they are placed in a service area that matches their interests and skills. We can't wait to have you part of the team!

Those interested in being a volunteer at Covenant HealthCare can apply online at www.covenanthealthcare.com or contact us for more information.

APPLY TO VOLUNTEER ONLINE OR TALK TO OUR STAFF



Sarah Knochel
Manager Front Desk/
Volunteer Services
583.6048



Karen Luplow
Coordinator Front Desk/
Volunteer Services/
Covenant Kids
583.4166



Janice Crane
Secretary
583.4189