

ADVISORY BOARD SUPPORTS HOSPITAL ENDEAVORS

VOLUNTEER IMPACT 2021

COVENANT HEALTHCARE FOUNDATION ANNUAL VOLUNTEER REPORT



Keeping within its philanthropic goals, the Volunteer Advisory Board supported a number of hospital endeavors. Covenant HealthCare Volunteers were a major sponsor of the Covenant Kids Gala, Mary Free Bed at Covenant and again supported the Breast Health Center through the purchase of calendars for patients and staff.

LEFT The festivities at the 2021 Covenant Kids Gala were enjoyed by many.



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



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SUPPORTING COVENANT HEALTHCARE, OUR STAFF & OUR PATIENTS

2021 brought a year of opportunity for Volunteer Services. While we didn't break records on number of volunteers and hours served, volunteers had the opportunity to serve in unique and creative ways for the organization. As we started to see many of our volunteers return to service, the demand for volunteer support was felt and needed throughout the organization.

From December 2020 – June 2021, 57 volunteers provided 1,400 hours of support to the Covenant HealthCare community COVID-19 Vaccine Clinics and prep work to make the clinics a success. Volunteers, local schools and churches made cards and wrote letters to support staff and patients during some of Covenant's hardest days in the fight against the pandemic.

From July 2020 – June 2021, 271 volunteers provided 65,000 hours of service. While many of the services where volunteers serve may have been restricted during the year, there was still an opportunity to impact the patient experience at Covenant. Volunteers documented over 1600 patient encounters in fiscal year 2021.

Most notably, volunteers served patients through:

- Sacrament of the Sick: 109**
- Discharges: 266**
- Flower/patient mail deliveries: 410**
- McNally Shuttle Rides: 47**
- Wayfinding: 800**

Many Volunteers choose to provide service at home, spending time making handmade items for Covenant patients. In fiscal year 2021, Volunteers made over 300 items for our patients.

Here are our top 4 donations:

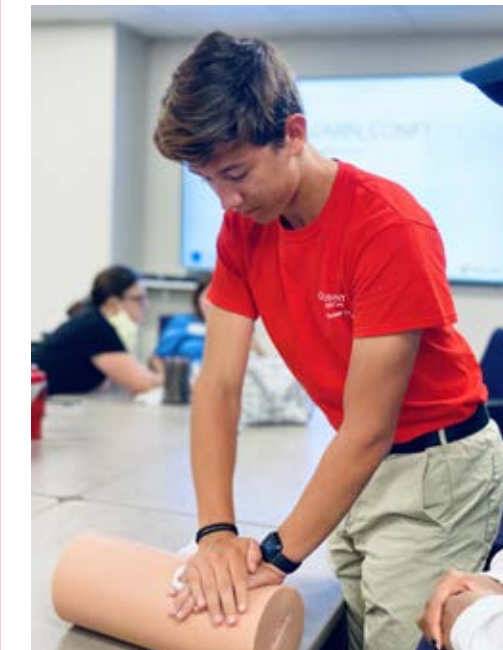
- Baby Blankets: 35**
- Baby Hats: 195**
- Twiddle Blankets: 10**
- Lap Blankets: 18**

OPPORTUNITIES TO LEARN & GROW

EMERGENCY PREPAREDNESS

The Emergency Care Center hosted Emergency Preparedness Training for Volunteers. The purpose of this training is to prepare volunteers for any type of disaster. Volunteers were trained on 7 Signs of Terrorism, Shooter in the Building, Stop the Bleed and real scenarios within our Emergency Care Center.

BELOW Our volunteers received training to prepare for any type of disaster from Covenant Emergency Care Center staff.



LEFT Our volunteer's time is valuable – to us and to them! Christine O'Donnell is a MSU human biology student. Because she is taking online classes, she has more time to volunteer and currently serves as a Surgical Waiting Volunteer.

WHERE ARE THEY NOW? FORMER STUDENT VOLUNTEERS

Jade Foldie-Schuchardt CMU College of Medicine Med Student

"I volunteered at Covenant HealthCare and was able to experience many areas of medicine, which only fueled my enthusiasm about medicine as a career path."

"I am a fourth-year medical student at CMU College of Medicine, where I have found my passion for family medicine and caring for underserved populations. I grew up in Bay City, MI and received my undergraduate degree from Saginaw Valley State University. During this time, I volunteered at Covenant HealthCare and was able to experience many areas of medicine, which only fueled my enthusiasm about medicine as a career path. I grew to love the patient populations I worked with at Covenant, and this carried over into my medical school rotations. Because of my volunteer work and the experiences I have had in medical school, I know without a doubt that practicing here in Saginaw as a primary care physician is where I belong. I want to be a part of this community, which has taught me so much and provided me with the opportunities that have allowed me to realize my dream of becoming a doctor."



IMPACT OF VOLUNTEERING

Jeff Maxwell 900 Cooper Greeter Since April 2021

"Like many others, I too want to make a positive difference in the world. I am a Christian and it's important to walk my talk. Being a volunteer greeter at Covenant affords me the opportunity to do just that. The interaction with others is a great way to bless others and be blessed by them."



Don Hilliker, Canine Therapy Volunteer, Since June 2021

"Volunteering with my dog Lewie through the Covenant Canine Therapy Program has been an extremely rewarding experience. The short visits with patients and staff alike brighten everyone's day, including Lewie and myself. I am also impressed by the committed professionals at Covenant HealthCare. I'm grateful and honored to serve my community in this way."



Shelby Vaughn, Cooper & Harrison Wayfinding 2021 High School Program

"Covenant's High School Volunteer Program was the best thing I invested my time into this past summer. I absolutely had a blast and it taught me so many things! During my time I volunteered as a wayfinder. I got to greet patients, take them to their destinations, assist with discharges, and more. I spent the majority of my summer at Covenant, and it was well worthwhile and rewarding. On top of that, it felt like a wonderful way to give back to my community."



PERSONNEL PERSPECTIVES

"Covenant's Catholic patients are so appreciative of the volunteer Eucharistic Ministers who offer them communion! And our office volunteers are amazing—calling churches (per patient request) and helping with office tasks!"

— Kathy Bonn, Director of Pastoral Care & Education

"We greatly appreciate our Volunteers in Ambulatory Surgery. They help take patients down to their vehicles at discharge. They put chart packets together for patients that have upcoming surgery and clean rooms and carts to keep the fast-paced flow going."

— Jill Young, Cooper Ambulatory Coordinator

"The volunteers at 900 Cooper are amazing. They escort patients and visitors where they need to go for an appointment or test; as well as greeting and screening visitors as they enter the building. We greatly appreciate what they do and we all love working with the volunteers here."

— Bel Ruiz, Front Desk Lead Receptionist

VOLUNTEER RECOGNITION

In lieu of our regular in-person volunteer recognition events, Volunteer Services hosted two separate drive-through events for Volunteers. In April, volunteers celebrated Volunteer Appreciation Week with a meal from Zehnders and in September, volunteers received a meal from Three Lil Pigs along with fun giveaway items. Each of these events were a way for our staff to say thank you for the service our volunteers provide.

