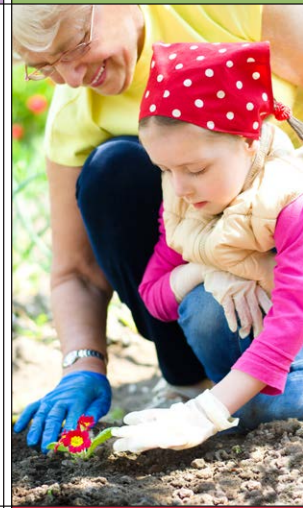


Making Difference

VOLUME 21 | ISSUE 1 | APRIL 2016

Programs and activities of COVENANT HealthCare FOUNDATION



Volunteers

Volunteer [vol-un·teer/välən'tir]

noun • a person who freely offers to take part in an enterprise or undertake a task; *Synonyms: participant, subject, case, patient.*

Verb • freely offer to do something.

Let's talk about volunteers. Most of us have heard of them, or experience the fruits of their efforts. This issue of the Covenant HealthCare Foundation Newsletter will focus on volunteers, and the many ways they freely give to support the patients and staff at Covenant HealthCare.

To those of you are volunteers, we salute you. The title "Volunteer" is an honorable position to hold. Throughout the month of April, National Volunteer Month, remind yourself daily of the gifts you bring to this world. You should be proud of your work — we are!

You don't have to walk very far into any of the entrances at Covenant HealthCare to see the impact that volunteers have on the organization. A warm smile, friendly welcome and "is there anything I can do for you today" dons men and women of all ages with the goal of providing an extraordinary patient experience for all who entrust us with their care.

In 2015, 460 individuals provided over 61,600 hours of time to Covenant HealthCare. This service takes place in a variety of ways. The volunteers

at Covenant continue to serve in traditional roles, supporting the Gift Shops, Information Desks, Surgical Waiting areas and way finding. In recent years, the trend among new volunteers has been an interest in patient-centered areas. Volunteers have a great impact on the safety and quality of a patient's healthcare experience. Now it is very common to place volunteers in the Emergency Care Center, on an inpatient medical unit, or within ambulatory surgery with the goal of helping to make the patient's stay just a little more comfortable.

During **National Hospital Volunteer Week**, April 10-16, Covenant will be celebrating the extraordinary service our volunteers bring to the organization. This year's theme, "A New Horizon with HealthCare Volunteers," will spotlight volunteers serving throughout the medical center and the impact they have on the patient's experience through safety, quality and satisfaction standards.

Covenant HealthCare Volunteers not only provide rewarding acts of service, they raise money for special projects and needs of the medical center.

continued on page 7



« **LEFT:** Held in early May, Spring Fling volunteers help sell beautiful hanging baskets and potted plants to employees and visitors. Sue Myers was one of the volunteers manning the Spring Fling tent at the Mackinaw campus last May. All proceeds from the day benefit the Covenant Cancer Care Center.

COVENANT
HealthCare

Extraordinary care for every generation.

*As winter turns
to spring, I wish
you sunny days,
warm weather,
and gentle breezes.*



LETTER FROM THE DIRECTOR



TO EVERY THING THERE IS A SEASON

At Covenant HealthCare Foundation, spring brings our Covenant Kids Telethon, Go the Extra Mile for Covenant Kids One Mile Fun Run, 5K and Half-Marathon, Volunteer Appreciation Dinner, Spring Fling, and Second Century Scholarship Reception. While some of these events bring donations to the Foundation, others allow us to show our appreciation to those who support our efforts. It has been said that there are three ways to offer support to a charitable organization ... through time, talent or treasures.

In this edition of the newsletter, we have chosen to highlight the many ways that our volunteers support Covenant HealthCare with their time and talents. Volunteers are a vital part of our patient-centered extraordinary care. Over 450 people from throughout our region have chosen to support Covenant HealthCare's mission with their time and talents. While you may have seen volunteers working at the front desks or in the gift shops, there are numerous other volunteer opportunities in less visible, but equally important areas. Many volunteers assist patients and visitors by helping them reach their destination within the hospital (someday we will remember to distribute pedometers so we can measure how many miles these volunteers cover during the course of their service). A small, but dedicated, group of volunteers deliver the mail daily to all the departments throughout the hospital. This service is vital to the smooth and efficient operations of the organization.

Volunteer opportunities exist at all hours. Our Regional Neonatal Intensive Care Unit has volunteer Cuddlers present at all hours of the day and night. Remarkably, while many of us are sleeping, there is a solid core of volunteers who arrive at midnight to spend four hours rocking babies. For parents who are unable to be with their infant around the clock, this is incredibly reassuring.

Whether volunteers serve as surgical waiting volunteers, clerical assistants, knitters, Eucharistic ministers, or in any of the other volunteer positions, their service makes an impact on the care provided to patients and the efficient operation of the hospital. It has been estimated that if Covenant HealthCare had to pay for the service provide by our volunteers, it would cost over \$1,000,000 dollars. In this era of increasing costs and more stringent reimbursement rates, that amount has a tremendous impact.

The next time you visit Covenant, you will probably cross paths with one of our many volunteers. You can be assured that they are as eager as our employees to provide you with an extraordinary experience.

Whether you contribute your time, talent, or treasures to Covenant, we are deeply appreciative of your support. You are, indeed, our partner in providing extraordinary care to every generation.

As winter turns to spring, I wish you sunny days, warm weather, and gentle breezes.

Cheers!

Carol Cottrell

Carol Cottrell
Foundation Director

**Thank you for your
consideration, and for
making a difference
in our community.**

FOUNDATION NEWS

OUR MISSION: THE COVENANT HEALTHCARE FOUNDATION IS ESTABLISHED TO SUPPORT THE COVENANT MEDICAL CENTER BY ACCEPTING GIFTS AND PROVIDING STEWARDSHIP OF CHARITABLE FUNDS RECEIVED FROM THE COVENANT HEALTHCARE CONSTITUENCY.

VOLUNTEERS AMONG US COVENANT KIDS CHAMPIONS

By Heather Appold, Covenant Kids Coordinator

Here at Covenant HealthCare we all know that volunteers play an important role in many areas throughout the hospital. What you may not know is that many staff are also volunteers for our organization.

Since 2010 when Covenant Kids began, staff have stepped up to say "I'd like to do more for the children in our hospital, let me help!" Covenant Kids has grown each year and continues to grow because of generous donors and committed volunteers. Within the hospital, we have a group of employee volunteers who are "Covenant Kids Champions."

Any employee can be a champion and it's a fairly simple role. Much of the communication is through email, and the Champion helps keep departments and units throughout Covenant connected to what is happening in the world of Covenant Kids. Education is key to helping raise money to purchase various equipment and fund programs for our pediatric population. Champions attend monthly meetings January through May, during Telethon season when things are busy. At these meetings communications are distributed for champions to take back to their units to help promote Covenant Kids and many take these items out into the community to help spread the word. The meetings also host a lot of brainstorming; ideas

on ways to educate the general public outside of our hospital walls about Covenant Kids. After the Telethon in April, champions continue to receive communication from the coordinator of Covenant Kids on events happening throughout the community and ways we can support independent fundraisers.

For employees who would like to do more than attend meetings and help distribute information, champions can decide to host a fundraiser. Champions have the option of being in charge on an internal fundraiser or teaming up outside of the hospital with a school or organization to get their local community involved. Past fundraisers coordinated by champions include bake sales, cupcake wars, basketball games, movie nights, gift basket raffles, \$2 Tuesdays, candy sales, lemonade stands and selling paper circles. The possibilities are endless.

A six-hour telethon takes many people to make it run smoothly and answering phones has become a breeze because many members of the Covenant team have stepped up to be there every year, including hospital leadership. The smiling faces seen on TV and friendly voices heard on the phones are Covenant employees taking pledges and vowing to make a difference for the littlest patients.

Our Covenant Kids Champions make an impact. One person spreading the word to their circle of co-workers, family and friends can reach hundreds of people. Education about how great the care for children is at Covenant can reach beyond our region. Together, we have a strong, unified voice.

If you are a Covenant employee interested in more information about the Covenant Kids Champions, please contact Covenant Kids Coordinator, Heather Appold 989.583.4166 or happold@chs-mi.com.

If you are a community member, help us today by encouraging your friends, families and co-workers to watch the Covenant Kids Telethon on April 23, from noon to 6 pm on WNEM TV5. Let them know if it is in their heart to make a donation, every penny will go toward enhancing the care Covenant provides to children day in and day out. Pledges can be made by phone at 1.855.475.KIDS (1.855.475.5437) during the Telethon on April 23, or online at covenantkidsmi.com.

You can make a difference today!

BELOW: Volunteers answer the phones and take pledges for Covenant Kids during the annual televised telethon.



COVENANT HEALTHCARE FOUNDATION BOARD OF DIRECTORS

FRUMETH B. HIRSH, CHAIR
ATTORNEY AT LAW

LYLE DAVIS, JR., VICE CHAIR
DML MANAGEMENT, INC.

RICHARD J. GARBER,
SECRETARY/TREASURER
GARBER MANAGEMENT GROUP

KEVIN ALBOSTA
COVENANT HEALTHCARE

ED BRUFF
COVENANT HEALTHCARE

CULLI DAMUTH
COMMUNITY VOLUNTEER

JANE HAGEN
TRI-STAR TRUST

BRENT GAERTNER
COVENANT VOLUNTEER SERVICES

JOHN W. SHELTON
ZEHNDER'S OF FRANKENMUTH

KATHI SPENCE
COMMUNITY VOLUNTEER

HONORARY BOARD MEMBERS
DONALD J. CARLYON
B.J. HUMPHREYS
THOMAS O. LOHR, MD
FRANK POLASKY



covenant
Kids
Telethon

DON'T MISS IT!

The 7th Annual Covenant Kids Telethon Saturday, April 23, 2016. Watch live on WNEM TV5, noon to 6 pm, or join the fun at the Mid-Michigan Children's Museum where a portion of your admission will go to Covenant Kids, with opportunities to donate blood to Michigan Blood, kids (or kids at heart) can dress like superheroes, or have a chance to meet our WNEM TV5 hosts and be live on TV!

NEWS FROM COVENANT

Grant Provides Affordable, Tailored Exercise Classes for Cancer Survivors and Patients

"It's not just exercise to us, it is a fun and energetic support group twice a week. Having a small class size makes it much more individualized for everyone," says cancer survivor Ruth Retlewski of Bay City. "I never thought I would be so happy when looking up at the Covenant Cancer Care Center sign like I do now when walking in for exercise class. It feels like home," says Terri Puckett of Midland.

In 2014, the Covenant HealthCare Physical Medicine & Rehabilitation department received a grant for \$4,679.64 from the Saginaw Community Foundation. Using the funding, the department started exercise classes for cancer patients in January 2015.

At the time, there was not a program in the Saginaw area to provide this service. According to Angela Dinninger, Physical Medicine & Rehabilitation manager at Covenant HealthCare, "Insurance companies do not reimburse for services offered in this program, which allows for a slower progression of structured exercises tailored to each individual and their specific circumstance."

With small class sizes of less than 8, individuals get the attention they need from certified instructors who provide specialized treatment. Shanna Hensler, previous Oncology Exercise Instructor, says the program is a great transition for survivors and patients. "Once they have gone through surgery and completed outpatient physical therapy, it gives them the next step to challenge themselves. And, because many of them have completed physical therapy, we know as instructors they are well enough to take this [program] on." A year later, Morgan Auernhammer, the current Oncology Exercise Instructor, is still seeing the progress each individual is making. "When patients gain enough confidence and comfort to start asking how the exercises they are doing benefit them and want an explanation for what is going on in their bodies as they make progress, you know they are realizing exercise really is medicine. It is an incredible feeling to be able to watch them physically see and feel the benefits from these classes."

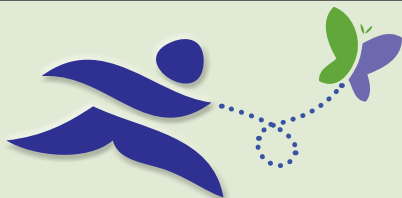
The goal of the program is to provide affordable services to the participants, increasing access to the program for all in the community. Funding from the

Saginaw Community Foundation provided start up dollars to get the program off the ground at an affordable price to participants. Each session is eight weeks long and meets twice a week, for the price of just \$20.

An ancillary outcome of the program, and one of the most important, is the camaraderie. Retlewski sums it up best, "We inspire one another, we cheer each other on, and we have fun."

This program is part of the Covenant Cancer Care Center's commitment to delivering programs that support the full continuum of care for cancer patients and their families. Services range from prevention and education to diagnosis to treatment and rehabilitation, with support for the clinical, physical, emotional and spiritual needs.

For more information on the Covenant Cancer Care Center, visit CovenantCancerCare.com. To learn more about the cancer care exercise classes or register, please call 989.583.5140 or 989.583.5242.



7TH ANNUAL Go the Extra Mile for Covenant Kids Event • April 24

Registration is open for the seventh Annual Go the Extra Mile for Covenant Kids Race. This USATF-sanctioned half-marathon run and hand cycle, 5K run/walk, and 1 mile fun run will take place Sunday, April 24, at Swan Valley High School (8400 O'Hern, Saginaw, MI 48609). New this year was a free training program organized by the McDonald GMC Cadillac Pacer Team for Go the Extra Mile for Covenant Kids and sponsored by dawn of a new day coffee house and café. Please find a race schedule and other event details at covenantkidsrace.com.

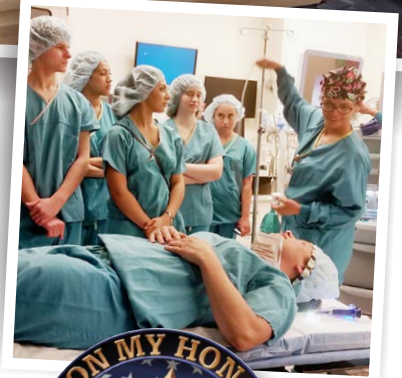
STUDENTS EXPLORE CAREERS AT COVENANT

Covenant HealthCare is proud to be an "Explorer Post" through the Boy Scouts of America with the mission of exposing students to careers in healthcare related to science, technology, engineering and math (STEM).

The program is open to all students in the region between the ages of 15 and 18 years old, with sessions that began in February and end in April. Each week has a different focus of healthcare for students to explore. The sessions are meant to be hands-on, interactive and educational. The cost for students was \$5 per student thanks to the Covenant HealthCare Foundation.

More than 40 students signed up, and to-date the students have explored careers in physical medicine & rehabilitation, respiratory therapy, pharmacy, and cancer care. In the next month, students will explore emergency medicine with LifeNet, MMR, and hands-on CPR training from Pulse3 and get an inside look at medical school, in the CMU College of Medicine simulation lab.

ABOVE RIGHT: Students explore a variety of healthcare careers, including opportunities in the radiation center (top) and anesthesia/surgical services (bottom).



FOUNDATION UPDATES

Givalanche

[**giving + avalanche = Givalanche**]

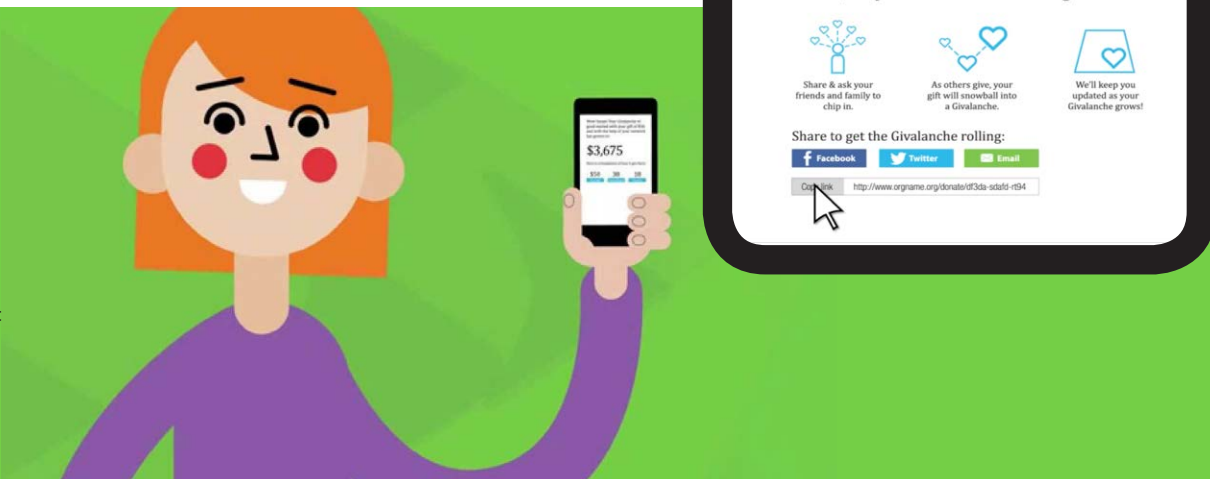
Who doesn't feel great about making a donation to support your favorite cause at Covenant HealthCare? Imagine your donation's impact if it was doubled, quadrupled, or more without spending extra money or time. Whether it is supporting Covenant Kids, Cancer Care Center, or one of our other worthy funds, your gift makes an impact and can create an even greater one.

A GIVALANCHE OF GOOD MAKES IT POSSIBLE:

1. Make an online donation.
2. Share a special Givalanche link with your friends & family.
3. As they follow your link and give, your donation grows into a Givalanche!
4. The more people that give and share, the more it grows.

So, go ahead, make your donation and get good rolling!

Visit covenanthealthcarefoundation.com



Looking to Volunteer?

Volunteers are needed to shuttle patients and their families between the Covenant Cooper and Harrison campuses and McNally Hospitality House. Drivers will follow an outlined route with timed stops at each location. Volunteers will use a hospital van to transport patients.

The following screenings will be reviewed for each volunteer interested in this service.

- Age 21 or older
- Interview/screening with Volunteer Services (including copy of drivers license)
- Reference and criminal background check (performed by Volunteer Services)
- Complete Volunteer Services orientation
- Chauffeur's license
- Motor vehicle background check (annual basis)
- Random drug testing
- Follow Covenant HealthCare patient satisfaction and patient confidentiality standards

EMOTIONAL/PHYSICAL DEMANDS:

- Good listening skills and supportive personality
- Be emotionally stable, friendly, and compassionate
- Demonstrate sensitivity to patients and tact in conversation and attitude
- Respect the patient's right to confidentiality
- Cooperate with the other volunteers and staff
- Attend all trainings and evaluation sessions
- Follow through with all commitments
- Support the mission, vision and values of Covenant HealthCare

SAVE THE DATE: RED CARPET 2016

Thursday August 11 and Friday August 12

THURSDAY, AUGUST 11, 2016

NEW THIS YEAR! RED CARPET PAR 3

CHALLENGE This new event offers 18 chances at winning 18 prizes valued at \$1,000 or more each! Enjoy light breakfast and the practice range before a shotgun start and 18 holes. This fun-filled event is open to the first 24 teams who register!

CRUMPETS & CROQUET For those who want to be part of the daytime events, but golf is not your cup of tea, join us for a different cup of tea wearing your most festive attire! Women and men will have the chance to enjoy summer refreshments on the lawn, a delicious lunch and a round of croquet.

RED CARPET PREMIERE Enjoy a fun-filled evening of gourmet food and casino-style gaming events. Snappy casual dress for this blockbuster bash of blackjack, slot machines, with opportunities for auctions, raffles, door prizes, and more!

FRIDAY, AUGUST 12, 2016

PREMIERE GOLF CLASSIC This popular event features a full breakfast and practice range, followed by a shotgun start. Pick up pointers with your team while playing with a PGA golf professional. Dinner and awards banquet following golf.



For information on how to participate in or sponsor any of the Red Carpet events, call 989.583.7604 or visit covenanthealthcarefoundation.com

SPECIAL PROGRAMS

Foundation Scholarships Volunteers Play a Key Role



For the past number of years, the Covenant HealthCare Foundation has been awarding scholarships to high school seniors who are going on to college to pursue undergraduate degrees in the human medical sciences or a field directly related to the health care industry. Students applying for these scholarships need to have achieved exemplary high school records both in grade point averages, test scores and volunteerism. Cumulatively, over the years, hundreds of thousands of dollars have been awarded to a very select group of high achieving young men and women. The application process is quite detailed and lengthy, and each application must be read and evaluated. Who does all the review and reading of the scholarship applications and makes the final selections? A committee of VOLUNTEERS!

The volunteer Scholarship Committee has usually been comprised of three to five individuals who begin evaluating the scholarship applications in March and make selections in April. Traditionally, these volunteers have a track record of having been active in the community and have a record of dedication to Covenant Medical Center and the Covenant HealthCare Foundation. Many hours are spent reading, evaluating and scoring the more than one hundred applications received — a difficult assignment — in that most all applicants have had stellar high school careers and have achieved much in their young lives. Once the individual committee members have scored each applicant, all committee members' scores are pooled and the top choices rise to the top. The Scholarship Committee will then meet as a group and make the final selections. Currently, eleven high school scholarships are being awarded annually.

Hats off to this dedicated group of VOLUNTEERS who are making important decisions that truly affect the young people who are beginning their college studies. Thank You, Scholarship Committee, from the Covenant HealthCare Foundation.



ABOVE & RIGHT: Gift Shop
volunteers in action.

VOLUNTEER SERVICES UPDATE

Volunteers *continued from front page*

The Covenant HealthCare Volunteers Advisory Board votes on special requests as they are presented and decide how to use the funds they've earned through the fundraisers which include: Popcorn Sales, Baby Photo Revenue, 50% of Gift Shop Revenue, Spring Fling, and Tree of Love. In 2015, volunteers donated just over \$35,000 to the Cancer Care Center, Family Comfort Fund, High School Scholarships, Pediatrics, and Physical Medicine & Rehabilitation.

Each year, Volunteer Services hosts a High School Volunteer Program for students who want to provide service while learning more about the medical field. The High School Volunteer program is open to any student, 16-18, who is attending a high school or a home school program and possesses a minimum 3.0 grade point average. Students have the opportunity to volunteer in a variety of areas including a variety of clinical units, Physical Medicine & Rehab, Pharmacy, Ambulatory Surgery, Emergency Care Center and more. Students are asked to serve 40 hours to complete the program. Last year, we had 47 students register, several of whom went through our Career Exploration Program (see article on p. 4). If you know a student who may be interested, applications can be found at covenanthealthcare.com or by contacting Volunteer Services.

SAVE THE DATE!

Covenant HealthCare Volunteers will be hosting their annual **Spring Fling** on Thursday, May 5, in Bliss Park and Covenant Mackinaw. Volunteers sell beautiful hanging baskets (\$22) and potted plants (\$15). Home and garden and food vendors will be on-site at Bliss Park. All proceeds from the day benefit the Covenant Cancer Care Center.

Spring Fling

BECOME A VOLUNTEER

Covenant HealthCare has over 40 different services areas with volunteers. Volunteers provide service at many Covenant facilities including the five main campuses, and Bay City, Frankenmuth and Irving. If you or someone you know is interested in making a difference in someone's life, consider volunteering at Covenant by contacting Sarah Knochel, 989.583.6048. We offer flexible scheduling and guarantee a rewarding experience!

"Volunteers are not paid – not because they are worthless, but because they are priceless."

VOLUNTEERS HELP KEEP GIFT SHOPS GOING

This quote holds very true for the volunteers of the Covenant HealthCare Gift Shops. In 2015, there were 44 volunteers who donated 14,432 hours of service. Every one of the 44 volunteers brings a unique talent and caring heart to the gift shops. Without each of their efforts the shops would not be able to operate nearly as well as they do now. Because of their collective efforts, the gift shops are able to give back all profits made with half of the profits going to the Foundation and the other half going to the Volunteers. With that said, all of the profits are put right back into the hospital to fund some efforts that otherwise might not be possible. As the original quote states, because of the volunteer efforts, Covenant HealthCare is able to provide priceless care to our patients that otherwise would not be possible.



COVENANT HEALTHCARE FOUNDATION • 1447 NORTH HARRISON, SAGINAW, MI 48602

ADDRESS SERVICE REQUESTED

CALENDAR

APRIL 23 7TH ANNUAL COVENANT KIDS
TELETHON ON WNEM TV5

APRIL 24 7TH ANNUAL GO THE EXTRA MILE
FOR COVENANT KIDS — 1 MILE
FUN RUN/WALK, 5K WALK/RUN
HAND CYCLIST HALF MARATHON
AND HALF-MARATHON RUN

APRIL 28 VOLUNTEER APPRECIATION DINNER

MAY 4 SECOND CENTURY
DONOR RECEPTION

MAY 5 SPRING FLING

MAY 6 COMMUNITY HEALTH SERIES

AUGUST 11 RED CARPET EVENTS
PAR 3 CHALLENGE
CRUMPETS & CROQUET
RED CARPET PREMIERE

AUGUST 12 RED CARPET PREMIERE
GOLF CLASSIC



CHECK US OUT ONLINE!

Visit us on the web at
covenanthealthcarefoundation.com

You'll find...

- Upcoming events
- Foundation news and updates
- Donor funding opportunities
- Simple and secure online donations

If you'd like to see additional
items on the site, send an e-mail
to Karen Luplow at

karenluplow@chs-mi.com
or call 989.583.7604.

FOUNDATION STAFF

CAROL COTTRELL
DIRECTOR
583.7601

HEATHER APPOLD
COORDINATOR FRONT DESK/
VOLUNTEER SERVICES/COVENANT KIDS
583.4166

KEN CICHEWICZ
MAJOR GIFTS AND PLANNED GIVING
583.7602

SUE BEAGLE
ADMINISTRATIVE ASSOCIATE
583.7600

SARAH KNOCHEL
MANAGER FRONT DESK/
VOLUNTEER SERVICES
583.6048

KAREN LUPLOW
FOUNDATION ASSOCIATE
583.7604

TOM MUELLER
MAJOR GIFTS AND PLANNED GIVING
583.7603

CARRIE SCHULTZ
MAJOR GIFTS AND PLANNED GIVING
583.7607

TIM SCHULTZ
MANAGER GIFT SHOPS
583.7053

FOR MORE INFORMATION...

THE FOUNDATION NEWSLETTER IS PUBLISHED THREE TIMES PER
YEAR AND PROVIDED FREE TO DONORS AND VOLUNTEERS. IF YOU
KNOW SOMEONE WHO WOULD ENJOY RECEIVING OUR NEWSLETTER,
PLEASE CALL US AT **989.583.7600**.