

Attire: Smile, jacket or shirt, St. Joe's ID badge faced front and on your upper lapel. This is a requirement in order to be compliant with the dress code policy and ready to volunteer. If you do NOT have these items at any time please contact volunteer services immediately for assistance. We can issue another jacket and/or ID and then you are able to begin your shift. No exceptions! We'll also share a joke to bring a smile!



Annual Refresher Email Notifications

Many volunteers have approached an one year anniversary of providing service at St. Joe's. We want to make sure that you remain informed and therefore require that you review important hospital policy and procedure with our annual refresher. If you receive this email reminder and have any questions please reach out to volunteer services at (734) 712-4164.

New surgical check-in process for St. Joe's Ann Arbor Main OR surgery patients:

- Naming changed from Main OR to "Main Surgery Center" – based on feedback from actual patients to create a better distinction from our "Outpatient Surgery Center"

We are happy to announce that the Main Surgery Center at SJMH Ann Arbor will be going **live August 5th** with a patient friendly and more streamlined process for our surgical patient's check-in process. This process is a change from patients coming into the Imaging Center entrance to the Main entrance. We have a team of highly motivated and dedicated people from PFS, surgical services, security, marketing, care experience, volunteer services, and performance excellence working together to create a lean and smooth surgical check-in process for our patients.

This change not only includes a change from door entrances which will prevent more confusion and lost patients, but will also prevent patient's family members from moving their cars and getting lost themselves.

Our check-in process has been redesigned to more closely mimic our Outpatient Surgery Center for one-stop shopping. Current state includes a stop in the imaging center for a check-in and then a walk through odd hallways to get to surgery and perform another check-in. The new process will be walking through the main entrance, getting greeted by security, and an easier way to navigate to the Main Surgery family waiting area. We will have PFS and OR clerical colleagues who will both admit and orient patients to the surgery environment. This will get patients who are very anxious quickly to their destination and also reduce waste in their time which leaves more time to be spent with nursing in pre-op.

SUMMER "CEVICHE" & SMOOTHIES



Ceviche is one of our favorite summer dishes because there's no heat needed! The acidity of lime juice is normally used to cook seafood but in this veggie version, we combine lots of colors for a bright summer dish. Finish with a smoothie for a perfect summer dinner.

INGREDIENTS:

- Edamame, frozen and shelled - 2 cups
- Lime juice - 6 Tbsp
- Jalapenos - 1, diced
- Red onions - 1/4 cup, diced
- Mangos - 2, diced
- Cucumbers - 10 oz, diced
- Tomatoes, roma - 2, diced
- Cilantro - 4 Tbsp, chopped
- Tortilla chips - for serving

Kiwi and Strawberry Smoothie:

- Kiwis - 4, peeled
- Strawberries, frozen - 16
- Yogurt, plain - 1 cup
- Coconut water - 1 cup

Nutrition Facts

- **Serving Size: 1 serving**
- **Calories 359**
- **Sodium** 178mg
- **Total Carbohydrate** 69g
- **Dietary Fiber** 11g
- **Sugars** 41g
- **Protein** 15g

How to Make It

Servings:
4
Metric

Make

1. Make smoothies by blending together kiwis, strawberries, yogurt, and coconut water.
2. Season your veggie ceviche to taste with salt and your choice of hot sauce if desired. Spoon up ceviche with tortilla chips and finish with your smoothie!

Prep: 35 minutes

1. Edamame - Microwave according to instructions.
2. Lime juice - Squeeze out of limes if preparing fresh. (Can be done up to 5 days ahead)
3. [Jalapenos](#) / [Red onions](#) - Prep as directed. Can be stored together. (Can be done up to 4 days ahead)
4. [Mangos](#) / [Cucumbers](#) / [Tomatoes](#) / [Cilantro](#) - Prep as directed. Can be stored with jalapenos and red onions.
5. Assemble ceviche - Toss lime juice with edamame, jalapenos, red onions, mangos, cucumbers, tomatoes and cilantro.
6. Kiwis - Prep as directed. (Can be done up to 2 days ahead)



"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.....

Manage up St. Joe's
Use AIDET when communicating
Refer all questions about patient care back to the staff
Inform the staff you have arrived each time you come



Way find every opportunity you get a chance
Look for opportunities of improvement
Practice good hand hygiene
Remember Your Customer's Name
Take a Personal Interest
Solve Their Problems

Living The Core Value of.....

Commitment to those who are poor

We stand with and serve those who are poor, especially those who are vulnerable.

ACTIONS:

We escort patients/families to their locations.

We seek to assist patients through comfort and support measures.



Our Goal is to make every interaction ReMarkable!

July Birthdays



St. Joseph Mercy- Ann Arbor



<i>Elizabeth Lachance</i>	<i>1st</i>
<i>Jake Hausch</i>	<i>2nd</i>
<i>Elaina Baker</i>	<i>6th</i>
<i>Melissa Shaw</i>	<i>7th</i>
<i>Denise Cutlip</i>	<i>8th</i>
<i>Dolores DeTavernier</i>	<i>8th</i>
<i>Maria Shamraj</i>	<i>8th</i>
<i>Edward Ernst</i>	<i>9th</i>
<i>Emma Hartley</i>	<i>13th</i>
<i>Anna Coyne</i>	<i>15th</i>
<i>Alan Freeborn</i>	<i>17th</i>
<i>Alisha Witkowski</i>	<i>17th</i>
<i>Connie Zatsick</i>	<i>17th</i>
<i>Lee Bender</i>	<i>17th</i>
<i>Charles Hooper</i>	<i>21st</i>
<i>Mary Jane Horner</i>	<i>22nd</i>
<i>Mary Ann Sultana</i>	<i>23rd</i>
<i>Nevena Mrdalj</i>	<i>23rd</i>
<i>Thirkield Marbury</i>	<i>23rd</i>
<i>Linda Beebe</i>	<i>24th</i>
<i>Anita Henlein</i>	<i>25th</i>
<i>Diane Briggman</i>	<i>25th</i>
<i>Shehroz Malik</i>	<i>28th</i>
<i>Sofia Lopez</i>	<i>28th</i>
<i>Cathy Paolini</i>	<i>29th</i>
<i>Karen Near</i>	<i>30th</i>

St. Joseph Mercy- Livingston

Thomas Herpel 4th

Sharon Zurcher 20th
Pamela Olech 23rd

Hazel Swain 27th

Alice LeBaron 29th

St. Joseph Mercy- Brighton

*James
Madigan
13th*

*Pamela
Spencer 21st*



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 is in full effect.

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

Fall & Winter Programs...after the summer



Your volunteer service does **NOT** have to stop. Inquire within Volunteer Services about upcoming opportunities.