

THE GRAY SHIRTS ARE COMING, THE GRAY SHIRTS ARE COMING!



Yes, it is again that time of year when we warmly welcome our summer college and summer teens to the St. Joseph Mercy Ann Arbor & Livingston volunteer program. Many of them have an interest in a career in healthcare. Careers choices range from clinical professionals, healthcare administrators, and everything in between. Our goal is to have volunteer assignments that allow them the opportunity to explore, learn, and observe the functions of a healthcare setting. During the summer their skills develop by providing comfort measures to our patient's, families, and visitors. Actively wayfinding, being patient companions, engaging with patients through creative arts and managing up communication, aiding in creating exceptional patient experiences.

All of the students have been educated how to live the "Core Values" of St. Joseph Mercy Health System. Most importantly, practicing gratitude and compassion in all volunteer tasks they perform. So when you encounter one of the "Gray Shirts", please engage and encourage them, and if time permits impart some words of wisdom of how St. Joe's keeps the Care in Healthcare.

"You can raise your potential, when you help someone to reach their potential."

-Amit Ray

UPCOMING TRAININGS FOR ALL ST. JOSEPH MERCY ANN ARBOR, BRIGHTON, CANTON, & LIVINGSTON VOLUNTEERS.

In the coming months all active volunteers with over 1 year of service will be required to review the "**Annual Refresher**" power point and sign an acknowledgement form. This is all done online on our newly designed webpage.

This is a condition of on-going volunteering. You will receive an email message and kiosk reminder to go to stjoesannarbor.org/volunteering and complete this requirement.

Our goal is to have everyone complete this requirement by fall 2018.

Let's all Be Compliant, Be Reliant, Be Remarkable.

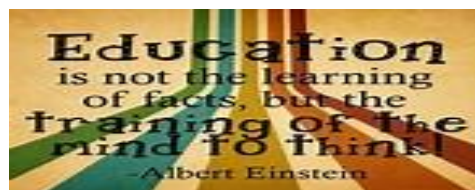
2018

"Service Excellence Training"

Coming this summer and fall to all volunteers.

The transformation has begun. Many newly recruited volunteers, and those volunteer roles in key places have already attended this training.

The primary purpose is to ensure that everyone is aware of the new requirements, and enhancements within the volunteer services program. The training is done in a fun, creative learning environment. Attendance is a requirement. Stay tuned for further information and invitations via the kiosk, newsletter, and email.



Grilled Asparagus and Shiitake Tacos



INGREDIENTS

- 3 tbsp. canola oil
- 4 garlic cloves, crushed with press
- 1 tsp. ground chipotle chile
- 1/2 tsp. Kosher salt
- 8 oz. shiitake mushrooms, stems discarded
- 1 bunch green onions, trimmed
- 8 corn tortillas, warmed
- 1 c. homemade or prepared guacamole
- Lime wedges
- cilantro sprigs
- Hot sauce, for serving

NUTRITIONAL INFORMATION (PER SERVING):

Calories about 350; Protein 7g; Carbohydrate 36g;

Total Fat 21g; Saturated Fat 2g; Dietary Fiber 11g; Sodium 445mg

• Yields: 4

• Prep time: 15 min

• Total time: 20 min

Source: [The Good Housekeeping Test Kitchen](#)

• <https://www.goodhousekeeping.com/food-recipes/a38332/grilled-asparagus-and-shiitake-tacos-recipe/>

DIRECTIONS

1. Heat grill on medium. In a large baking dish, combine oil, garlic, chipotle, and salt.

2. Add asparagus, shiitakes, and green onions; toss to coat.

3. Grill asparagus until tender and lightly charred, turning occasionally; 5 to 6 minutes.

4. Grill shiitakes and green onions until lightly charred, turning occasionally; 4 to 5 minutes. Transfer vegetables to cutting board.

5. Cut asparagus and green onions into 2" lengths and slice shiitakes. Serve with corn tortillas, guacamole, lime wedges, cilantro, and hot sauce.



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

Living the "Core Value" of Integrity

We are faithful to who we say we are.

I put people at the center of all I do by being present and attentive.

I take responsibility for my role as a team member.

Always do the right thing even when nobody is watching.

"Service Excellence Standard"

Positive Impressions

Personal Appearance

- ✚ We adhere to the volunteer dress code, and maintain a professional appearance and demeanor.
- ✚ We wear hospital ID badges at collar level with name and title visible.
- ✚ We maintain a fragrance-free environment.

Presentation is everything

INTEGRITY by Gary Dodd

Integrity is standing up for what you believe in. It is treating everyone equally and fairly, acting independent of others that do otherwise.

It is being open and honest, responsible for all of your actions. It is speaking out when others are treated poorly.

It is refusing to participate in actions detrimental to others. It is admitting and apologizing for your errors, when mistakes are made.

It is respecting your environment, your fellow humans, and yourself. Integrity is not a characteristic it is a way of life.

It is what you do, and what you say, always. It sets you apart from others it defines you as a person.

Treat others as you would want to be treated. Be upstanding, be forthright, and be conscious of your actions.

Remember to always act with integrity.

May Birthdays!



St. Joseph Mercy- Ann Arbor

Deborah Tanciar 5th
Andrew Jaeger 6th
Joan Fahrner 9th

Gordon Prepsky 10th
Karyn Cuppernoll 10th

Aubrey Martin 12th
Virginia Reilly 12th

Evan D'Silva 14th
Jonah Henkin 14th

Kai Yu 16th
Zachary Rane 19th
Akshay Bansal 20th

Kayce Mullett 22nd
Catherine Kimmet 23rd
Andrea Janis 25th

Adriana Guzman 28th
Jennie Letang 29th

St. Joseph Mercy- Livingston



Mary Defaut 1st
Roberta Schultz 4th

Jerry Byrne 14th

Gail Luzod 16th
Lillian Eklund 16th

Mary Stachelski 21st

St. Joseph Mercy- Brighton

Sally Edwards
19th



St. Joseph Mercy Canton

Jay Ghelani 1st

Sri Narayanan 25th

Travis Parsons 25th

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

- Lisa.Austin@stjoeshealth.org
Manager, Volunteer Services
- Livingston & Brighton:
517-545-6121
- Ann Arbor & Canton:
734-712-4164
- Or visit
stjoesannarbor.org/volunteering
for more information on open
volunteer programs.

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.

We are in need of adult coloring books, crayons, crossword puzzle books, colored-pencils, decks of cards, checker board games and markers for our "Creative Arts Program".

If you would like to donate any of the above items, please drop them off to the volunteer office at St Joseph Mercy Ann Arbor, Suite 1230 any day between 9-3pm.

NEW VOLUNTEER ROLE: Total Joint Pre-Operative Class Volunteer

Position Summary: Assist nursing and therapy staff prior to, during and after the total joint replacement pre-operative class.

Volunteer Duties:

- Greet patients and direct to pre-operative classroom
- Assist patients with mobility difficulties to get to classrooms (use wheelchairs)
- Assist nursing and therapy staff with distribution, collection and completion of paperwork during class
- Assist patient with mobility difficulties to return to entrance to women's health building

Contact Volunteer Services to apply. Position offered at Ann Arbor and Livingston hospitals.

