



Volunteer Views

Issue 3

Fall 2008

A New Beginning

Most of us think of spring as the season of new beginnings. I say that *fall* sets a whole new set of wheels in motion! Autumn marks the start of school, the new symphony and theater season, and who could forget football!?

Glacier Hills also experiences a fresh start in the fall. Many of our high school volunteers are either leaving us for the winter, or adjusting to a weekend schedule. As a result, we look forward to a new set of volunteers from the university circuit to add to our dedicated set of community volunteers.

Our programs have taken on new life too! In this issue of Volunteer Views, you will read about how our “Meet and Greet” team has developed and how our staff’s innovative ideas for projects are bringing fresh energy to our campus.

Let us choose to see fall, not as a precursor to “the winter of our discontent”, but as a season full of joy, excitement and rejuvenation.



Priscilla

New Friends

On a warm summer day, Glacier Hills received two visitors from the Chelsea Retirement Community. Hazel Barr, the Volunteer Coordinator and Patti Oaks, the Program Coordinator, were my guests for an exciting day of touring, lunch, and exchange of ideas.

Hazel originally contacted me because she had been browsing our Website and read an issue of *Volunteer Views*. She liked our publication, and was particularly intrigued with V.I.C. (Volunteer Information Center), our new computerized sign-in system. She and Patti wanted to know more and so began arrangements for our visit.

When the two ladies arrived in the lobby of the Manor,



I greeted them and, showed them how to sign in. They liked the idea of prospective volunteers having access to information about various opportunities by the touch of

the computer screen. They also liked the level of accuracy which V.I.C affords and the different ways to access information for needed reports.

Next, we had a full hour of banter about programs. Our HOST program, the Meet and Greet team, spiritual volunteers, and our connection with youth volunteers were all topics which we explored and about which we exchanged ideas.

A lovely luncheon followed in The Meadows. Several staff from Glacier Hills joined us including Linda Bennett from The Glacier Hills Foundation, Gail Pacurai, Assistant Program Coordinator in the Manor, Reverend Ruthanne Bourlier and Melissa Roth, our Patient Relations Advocate. It was a lively luncheon of information swapping, stories, and overall fun. Our enjoyment was heightened by the wonderful food which Dining Services provided.

Our afternoon wrapped up with an extensive tour of Glacier Hills, including the Care and Rehab. Center and our beautiful Wellness Garden. We even had the opportunity to see the volunteer Tea Cart in action! What a delightful day, and everyone who participated helped to give our new friends from Chelsea a warm welcome. Thanks so much!

Priscilla Johnson, Hazel Barr, Ruthanne Bourlier, Melissa Roth, and Patti Oaks



Meet & Greet: Gift Bags & More...

Last year, we ran a story about distributing 161 vases of flowers to our Care and Rehabilitation residents. What a success! But what has evolved from it is even more exciting.

After the initial flower “sweep”, we wanted to continue a program whereby some kind of small gift would be given to incoming CRC residents. It was meant to welcome people to Glacier Hills, and to thank them for choosing our facility. It was a little impractical to continue distributing flowers, so Melissa Roth, our Patient Relations Advocate, and I came up with the idea of “welcome” bags. These little tokens of friendship were made up and distributed.

At the same time, Melissa had expressed her desire to utilize some volunteers to gather information for her. While she was doing a fantastic job at seeing to the service requests of new short term residents on a weekly basis, it was impossible for her to “meet and greet” everyone immediately.

Voila! An idea was born! Over the months, we have developed our Meet and Greet team. One or two volunteers come daily to take those “welcome” bags to our new short term residents, and offer a friendly face and kind words. If during their conversation, any service requests arise, the volunteer relays this information to Melissa.

As if that wasn't enough good news, we expanded our “Meet and Greet” services even further. Twice a month, two dedicated volunteers, Rayette Layman and Betty Passon roll through our halls with a lovely Tea Cart offering tea and cookies to residents. Another perfect way to meet and greet! Here is what some residents had to say about our Tea Cart.



Betty Passon, Melissa Roth and Rayette Layman

“I'm hungry between meals, and a cookie will hit the spot.”

“Tea brings good memories from home.”

“This reminds minds me of being on a cruise!”

What happened next?

Melissa was so thrilled with her volunteer's dedication, that she decided to throw a bake sale to raise money. Half of the proceeds went to the Alzheimer's Society and she used the other half to treat her volunteers to a lovely lunch at the *Gandy Dancer* restaurant. Fantastic!



Priscilla Johnson, Betty Passon, Rayette Layman, Jennifer Bartscht, Melissa Roth, Virginia & Jim Falahee

Thanks to all the volunteers of the Meet and Greet team. It is people like you who make these wonderful ideas come to fruition through your creativity and

love of volunteering. Also, a special thanks to Melissa Roth who has helped to take the phrase “personalized care” to a whole new level. Meet and Greet....a toast to you!

Volunteers Needed: Art Cart On the Move!

Are you a lover of art? Many of our residents have an “inner artist”, and with the encouragement and expertise of our wonderful Art Therapist, Margaret, have had the chance to express themselves as such artists!

Many of these creations have been framed (again thanks to Margaret) are now available to be enjoyed by all residents on our new Art Cart. Would you like to help? Volunteers are needed (preferably a pair) twice a month to distribute the pieces of art to residents in the Care Center. After two weeks, the resident has the option of switching the piece for another or keeping it for an extra two week period.



If this idea of a “floating Louvre” appeals to you, please contact Priscilla Johnson, Volunteer Coordinator, at (734) 929-6765 or email her at prijoh@glacierhills.org.



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