



# On the Calendar!

Holland Home's Volunteer Schedule - Spring 2009

• **May is TB Testing Month!** All volunteers who serve in manors or for hospice must be TB tested (or screened if you are a "positive tester"). Watch for posters in the facility where you work for the dates and times of the clinics. If you plan to come to the picnic – and you are not a resident volunteer at Holland Home - TB testing will be provided there!!! So come have a good time at the picnic and get your TB test!

• **May 19th from 4-7 p.m. Volunteer Picnic!** Watch for invites to come in the mail!

• **Meal Mates Training:** If you are interested in becoming a Meal Mate, call your volunteer coordinator to sign up for one of these classes;

- o May 5 10:30 a.m. – 12 noon - Fulton Manor
- o June 9 10:30 a.m. – 12 noon - Raybrook Manor
- o August 6 10:30 a.m. – 12 noon - Trillium Woods
- o October 6 10:30 a.m. – 12 noon - Fulton Manor
- o November 10 10:30 a.m. – 12 noon - Raybrook Manor

• **Introduction to Dementia for Volunteers:** It is important for all of us, staff and volunteers, who serve at Holland Home, to learn as much as we can about dementia. Volunteers are highly encouraged to attend this introductory level class. If you have not taken it, you may sign up for one of the classes listed. If you have already attended the introductory level class, please see your volunteer coordinator to sign up for one of the many advanced level classes being offered in 2009.

• **October 10th at 10 a.m. Walk-a-Thon for Holland Home Memory Care!** Fundraiser to be held this fall at Stanabeck Park and the Breton Woods Campus. All proceeds for the Memory Care units of Holland Home. Details will be revealed over the summer – but mark your calendars now!

Established 1892



HOLLAND HOME®  
of Grand Rapids

2100 Raybrook St. SE  
Grand Rapids, MI 49546

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Issue



# Willing Hearts...Helping Hands

## Holland Home Volunteer Newsletter



### News from the Director

Dear Holland Home & Faith Hospice Volunteers...

Hip-Hip-Hooray for Spring! What a winter – and what a WONDERFUL staff of volunteers we have – you didn't miss a beat! It is incredible to think about all of you who faithfully served over this particularly rough, cold, wet winter. That means it will soon be time to celebrate the hours, months and years that you have all dedicated to Holland Home and Faith Hospice at our **Annual Volunteer Picnic on Tuesday, May 19, 2009!** So – mark your calendars now! Your personal invitation will be in the mail soon with details.

The month of May also brings with it our **Annual TB Testing** process for all staff and volunteers. As in years past, you may get your TB test at the volunteer picnic. Other dates and times that testing will be available will be posted at each facility. So if you know you are unable to attend the picnic, check the volunteer timesheet book for a flyer with dates and times or contact your volunteer coordinator.

It is also my pleasure to let you know about a new fundraiser coming this fall, 2009! Just remember **10-10 @ 10** (code name for October 10th at 10 a.m.!) The Holland Home Guild, Volunteer Services, Marketing and Development have formed a committee and the planning stages have begun – but this will be a **WALK-A-THON** to raise money for the **Memory Care Units** at our facilities. All proceeds from this fundraiser will be donated for the purpose of providing specialized activities and supplies that will directly impact the daily lives of our residents in memory care units, as well as for those who are now short of funds (benevolent) and living in our memory care units.

Details will be forthcoming over the summer months – but we invite you now to consider walking in this event with family and friends – and YES – YOUR DOG! We will be including our canine companions. This is an opportunity for all of us – staff, volunteers, family members and residents – to talk to people about the amazing work Holland Home does with residents who are in our very special memory care units. So spread the word, break out the walking shoes (if you haven't already) and mark your calendar for October 10th at 10 a.m.!

God bless you for your willing hearts and helping hands – the blessings your bring to us are incredible – thank you!

Most Sincerely,

*Jacquie Karr-Zlotnicki*

Director of Volunteer Services  
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**Visit us on the web:** [www.hollandhome.org](http://www.hollandhome.org) or [www.faithhospicecare.org](http://www.faithhospicecare.org)



### Holland Home Mission:

In fulfilling God's calling to serve others, we will:

- Serve with love and compassion.
- Commit to excellence.
- Follow Christ's teachings and example in all we do.

### Volunteer Services Mission:

Serving beside the staff, volunteers work both directly and indirectly toward the goal of enhancing the quality of life for Holland Home residents.

### Breton Woods Campus

*Kim Van Haitsma, MSW*  
2589 44th St.  
Grand Rapids, MI 49512  
616.643.2705

### Faith Hospice

*Wendy Schaaf*  
8214 Pfeiffer Farms Dr. SW  
Byron Center, MI 49315  
616.356.4859

### Fulton Campus

*Mary Scramlin*  
1450 East Fulton St.  
Grand Rapids, MI 49503  
616.643.2679

### Raybrook Campus

*Mary Wieland*  
2121 Raybrook St. SE  
Grand Rapids, MI 49546  
616.235.5717

## Breton Campus Volunteer News

It's been an exciting few months of change at the Breton Woods campus. The most obvious is the addition of Breton Ridge, our beautiful new building for independent residents. With the opening of the Ridge came dozens of openings for volunteer receptionists and shuttle drivers, so the volunteer office has been busy orienting and processing these new volunteers, all of whom are our very own residents. Thank you to all who stepped up to become a new volunteer, trained at the new front desk at the Ridge or braved the icy winter months as a fearless shuttle driver for our campus.

There have been staffing changes at Breton Manor, and with that comes changes in office locations. The volunteer office is now located on the south hall, just past the nurses' station. Though the change has been recent, the new space has proven to be a hub of activity, with various caregivers sharing the space to write notes and go over orders. I have enjoyed feeling closer to the residents and staff, and welcome the new energy in the room.

As always, there are volunteer needs at Breton Manor, the most important being individuals willing to train for the reception desk. Though our regular weekly spots are filled, we are always in need of a few good subs who can be called to fill in. This does not mean you are required to be available or "on-call"; it simply means we can ask you to fill in if the need arises. I usually call at the end of each month for the following month's empty spots, giving you plenty of notice.

Thanks again, Breton volunteers, for all your hard work and commitment. The residents and the staff appreciate your efforts everyday.

**Kim VanHaitsma,**  
*Volunteer Coordinator, Breton*  
**616.643.2705**



## Fulton Manor Volunteer News

We are blessed with many high school and college student volunteers. Some are interested in pursuing health care professions and want some firsthand exposure. The experience of feeding nursing residents provides invaluable learning for them – and provides a sensitivity to human need that lasts them their whole life. What a great foundation for these students to build on. In addition to feeding residents, youth volunteers give manicures to Assisted Living and Lendick residents, assist during special events and lead Wii bowling – a favorite activity for both residents and students. Some students complete class assignments by interviewing a resident and writing up a life history, complete internships in a specific health care field or provide one-on-one mentoring for nursing program assignments.

The students learn valuable life lessons such as encourage but don't push, find the balance between letting the resident do all they can for themselves and stepping in and helping at just the right time

and learning the lesson that by reaching out to others you receive a greater gift back. Our residents also receive many benefits from relationships with students. Their world is broadened and enriched by youthful enthusiasm. They have someone new to tell their stories to. They receive one-on-one attention. They feel a sense of accomplishment that they can contribute to a student's hands-on education. So the residents are helping the students at the same time the students are helping the residents – a win/win situation which we in volunteer services love!

As summer approaches, we encourage youths to make volunteering with residents a priority in planning their summer activities. Please help spread the word to the youths or persons of any age who you know - that volunteering at Fulton Manor holds many benefits! And thank you for your volunteering! We have a wonderful team of dedicated volunteer at Fulton Manor, who touch resident lives in many varied ways.

**Mary Scramlin,**  
*Volunteer Coordinator, Fulton Manor*  
**616.643.2679**

## Faith Hospice Volunteer News

As we finally embrace a LONG awaited spring, we wanted to take the time to THANK YOU ALL for your dedication, especially over these rough winter months. So many of you fearless and faithfully went to homes in the community, came to Trillium Woods, braved your way to the corporate office and attended various in-services to grow in your role as a hospice volunteer. This winter was a challenge for us all – and that was on the heels of a summer when gas prices averaged \$4.00 per gallon, yet you remained true to your commitment to us, and we are grateful.

We currently have over 100 clients in our care with Faith Hospice in the community and the majority of them are in their own homes within Ottawa, Kent and Allegan counties. With this large coverage area and number of clients and families, we encounter many different needs. Currently we are seeking assistance with the following hospice volunteer roles: Beautician, Massage Therapy,

Respite Caregivers and Visitor Companions.

Our need for volunteers in the community is growing steadily. If you are not already a community hospice volunteer, but are willing to serve in your community, we would love to hear from you! We welcome your calls at 616.356.4859 or check out our website at [www.faithhospicecare.org](http://www.faithhospicecare.org). As always, if you have a friend or relative who might be interested in learning more about becoming a hospice volunteer, please have them contact us.

Your gift of time provides comfort beyond words, and we hope that you are also blessed in your experiences with us.

**Wendy Schaaf,**  
*Volunteer Coordinator, Faith Hospice*  
**616.356.4859**



## Raybrook Campus Volunteer News

Raybrook Manor is so blessed to have multiple volunteers that enter our building each day! Some only have a short walk from their apartment, while others come from the community or from the college campus where they attend classes. Each one of you is a treasure! As my two year old grandchild said to me recently about his five year old brother, "He is a special gift from God." That is how the Volunteer Team feels about each one of you! "You are all a special gift from God."

Have you ever had a child tug on your shirt sleeve? That tug usually indicates that he/she has a question to ask you. Most of us can remember a time or two when this has happened to us. While reading this, just imagine that someone is tugging on your shirt sleeve today. I want to challenge you to see if you can answer the following question or find someone who can.

Our economy has dictated our need to change. We all realize that times are tough and may get tougher.

Holland Home is also working on ways to cut our costs but at the same time, not compromise the excellent care that we hold so dear. In order to assist the Holland Home, the Volunteer Office staff are being challenged. We are being asked to find additional volunteers who could offer their help with various things: visiting or reminiscing one-on-one with some of our assisted living or nursing residents, feeding those who no longer can help themselves (Meal Mates), transporting residents to activities or special events, offering devotions, serving special meals and repairing wheelchairs—just to name a few. Could that someone be you, your spouse or someone you know? Do you feel the tug? Please share our needs with others. Please contact our office if there is someone that you know who would welcome a call from us.

Thanks and Blessings to each one of you!

**Mary Wieland,**  
*Volunteer Coordinator, Raybrook*  
**616.235.5717**