



## TOPIC FOR TUESDAY, APRIL 22, 2025

### Department Spotlight: Volunteer Services

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At MVHS, our volunteers make a difference in the lives of our patients, residents, their families and friends and they provide support for a number of departments within the organization. From greeting patients and visitors at Wynn Hospital to delivering mail at the Faxon Campus or spending time with a resident at the Rehabilitation and Nursing Center (RNC), our volunteers are an integral part of our team at MVHS.

#### Volunteer Stats

In 2024:

- MVHS had 63 volunteers working at various MVHS sites
- The Volunteer Association donated more than \$48,000 to MVHS
- Volunteers worked at total of 15,000 hours.
- The Pastoral Care team, most of whom are volunteers, makes approximately 1,000 rounds every month.

#### Did you know?

April is [National Volunteer Month](#)! In 1991, President George H.W. Bush launched the 1,000 Points of Light campaign and established April as National Volunteer Month. The phrase "a thousand points of light" was popularized by Bush and later formed the name of a private, nonprofit organization launched by the former president to support volunteerism.

Now known as the Points of Light, this organization is the world's largest organization dedicated to increasing volunteer service, engaging nearly 4 million volunteers across 38 countries with a mission to create healthy, equitable communities where all can thrive.

#### Volunteer Spotlight

While we couldn't speak with all 63 volunteers, we caught up with as many as we could to learn more about what they do in and around MVHS and the Wynn!

## **Surgical Waiting Room**

*Mary Jo (MJ) Ferrare, Volunteer*

In the Surgical Family Waiting Room, I answer the phones and escort family members to the pre- and post-op pods as well as to the consultation rooms. In the Gift Shop, I (along with my co-volunteers) operate the POS system, stock shelves, order fresh cut flowers and arrangements and help set up displays.



## **Gift Shop/Pillow Group**

*Sharon Bliss, Volunteer*

I have been a volunteer with MVHS, and its legacy sites, for 21 years. I deliver patient mail, train new volunteers and for the last three years I have been the chairperson of the Pillow Group, which is a group that works with various community sewing groups in Auburn, Oneida and Barneveld to get together and sew pillows for patients at the Wynn and MVHS.



I enjoy what I do and hope I help make a difference for the patients here at the hospital!



*Patricia waits on a customer purchasing flowers for a patient she is visiting.*



*Sheila Marlena, Volunteer*

I have been a volunteer with MVHS since I retired from the NYS Department of Corrections 13 years ago. I primarily work in the Gift Shop. I assist Michele and Stephanie with purchasing, pricing and displaying merchandise in the Gift Shop. I enjoy interacting with the employees, visitors and other volunteers. It is rewarding to

hear the positive feedback from our customers regarding the merchandise we offer and their experience at the Wynn.



*Rosann Graziano, Volunteer*

Volunteering boosts my confidence. It's fun connecting with others and helps me improve my social skills and build relationships. I enjoy working in the gift shop, communicating with people and helping customers pick out certain gifts they are looking for. I love decorating and displaying the lovely items we have.





### **MVHS Volunteer Board**

*Pat Lupia, Volunteer and President of the Volunteer Board (pictured (left) with Sheila Marlenga (right))*

My main volunteer duties as president of the MVHS volunteer board are to help give back to the hospital, not only physically, but also financially. With the help of the MVHS Foundation, the Volunteer Board decides where our donations can best be used. I research all areas and present options to the board for a decision. Conducting the monthly board meetings is a challenge at times but in the end, I must say, I thoroughly enjoy it!

I also spend Friday mornings volunteering at our gift shop. I call the gift shop "the therapy room" as it seems to calm everyone who enters and brings smiles to their faces! I also help out with the Foundation on occasion.



*Sharon delivering mail to the departments and staff at the Faxon Campus.*



*Melanie Piechowicz (left) and Suzette Warner (right) stock the shelves at the MVHS Employee Store at CRCCS. Suzette also volunteers at the Cancer Center at the Faxon Campus.*





### **MVHS Pastoral Care**

*Paula Callahan, Volunteer*

I am one of 10 volunteers for Pastoral Care and I have been a volunteer for the past 18 years. We all represent different faiths and at least one of us is in the hospital each and every day, as well as at Faxton and RNC.

When I volunteer, I get a list of patients that I will see for the day. I pray for them – and I pray with them and their families. I offer communion, rosaries, prayer cards and also give them bibles if they request them. Sometimes, we just sit and talk, or I sit and listen. My goal is to have everyone feel cared for and give them hope.

This is a wonderful ministry and I hope I can serve for a long time. I am grateful for the guidance of Father Marian, Father Bart and Sister Sharon Anne.

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