Friends of WVU Hospitals Auxiliary
Annual Report
2016-2017

Presented at the Annual Meeting
& Awards Luncheon
May 2, 2017
Atria’s of Morgantown

Volunteers Plant the Seeds of Kindness
Friends of WVU Hospitals Auxiliary

2016-2017 Board

President        Victoria Shuman
President Elect       Stacy Shearer
Treasurer        Nada Kisner
Corresponding Secretary     Joey Wright
Past President       Darlene Nelson
Board Member       Adrienne Davis
Board Member       Jessica Criser
Board Member       Kerry Gibson
Board Member       Shirley Leonhardt
Board Member       Michael LeMasters
Board Member       Thomas Licciardi
Board Member       Stacie Redelmann
Board Member       Matthew Veith
Board Member       Susan Woodruff
Board Member       Amiti Maloy
Board Member       Lauren Ritchie
**Friends Auxiliary Past Presidents**

<table>
<thead>
<tr>
<th>Name</th>
<th>Years</th>
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<tbody>
<tr>
<td>Alice Van Liere*</td>
<td>1961-62</td>
<td>Cookie Coombs</td>
<td>1981-82</td>
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<tr>
<td>Marian Fink*</td>
<td>1962-63</td>
<td>Louise Carter</td>
<td>1982-83</td>
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<td>Helen Bond*</td>
<td>1963-64</td>
<td>Alice Brown</td>
<td>1983-85</td>
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<tr>
<td>Avis Stuart</td>
<td>1965-66</td>
<td>Mary Lou Clarkson</td>
<td>1986-88</td>
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<td>Muriel Wagner</td>
<td>1966-67</td>
<td>Nancy Ferrari</td>
<td>1988-90</td>
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<td>Helen McCafferty</td>
<td>1967-68</td>
<td>Susan Woodruff</td>
<td>1990-92</td>
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<td>Fran Bennett*</td>
<td>1968-69</td>
<td>Helen Carder</td>
<td>1992-94</td>
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<td>Lyda Mae Hixenbaugh</td>
<td>1969-70</td>
<td>Cookie Coombs</td>
<td>1998-00</td>
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<td>Grace English*</td>
<td>1970-71</td>
<td>Susan Woodruff</td>
<td>2000-02</td>
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<td>Judy Jones</td>
<td>1971-72</td>
<td>Helen Beto</td>
<td>2002-04</td>
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<td>Thelma Brennan*</td>
<td>1972-73</td>
<td>Cookie Coombs</td>
<td>2004-06</td>
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<td>Anne Hadden*</td>
<td>1973-74</td>
<td>Virginia Nugent</td>
<td>2006-08</td>
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<td>Dorothy Clark</td>
<td>1974-75</td>
<td>Beverly Martin</td>
<td>2008-10</td>
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<td>Faye Sanders</td>
<td>1975-76</td>
<td>Shera Lorenze</td>
<td>2010-12</td>
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<td>Nellie Sleeth</td>
<td>1976-77</td>
<td>Jane Clark</td>
<td>2012-2013</td>
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<td>Mary Miernyk</td>
<td>1977-78</td>
<td>Stacy Shearer</td>
<td>2013-14</td>
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<td>Nancy Turner</td>
<td>1979-80</td>
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<td>Lydia Conaway</td>
<td>1980-81</td>
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**In Memoriam:**
- Alberta Ammons
- Dora Heflin

2016-2018 Friends Board President
Victoria Shuman

* Denotes deceased
2016 Volunteers of the Month

Bob Kefferstan

Olivia Murray

David Keers

Jennifer Tate

Samantha Gould

Linda Channell
2016-2017 Adult Service Awards

100 Hour Awards
Rana Dallah
Lee Green
Sheila Hall
Daniel Hesse
David Keers
Britt Klandorff
Lisa Lyon
Amiti Maloy
Judi Polak
Helen Sollars
Lynn Winiesdorffer
Carolyn Zinn

500 Hour Awards
Patrick Burns
Bob Kefferstan
Vicki Shuman

1,000 Hour Awards
Heather Britton
Wandalee Watkins

1,500 Hour Award
Shirley Leonhardt

2015-2016 100 Hour Award Winners

2015-2016 500 Hour Award Winners

2015-2016 1000 Hour Award Winners

2015-2016 2000 Hour Award Winner
2016-2017 Student Service Awards

100 Hour Awards
Abigail Bache
Hayley Belina
Matthew Blaney
Luka Bugariski
Jenna Clements
Madeline Collins
Elizabeth Duarte
Shannon Fitzpatrick
Amy Gregory
Kayla Horsey
Catherine Jones
Matthew Kersting
Kaitlyn Legg
Katelyn Libell
Nila Manivannan
Lynn McGurgan
Mariah Mott
Noor Mozahem
Bryanna Park
Andrea Pettit
Caitlin Reeder
Julie Schiffer
Veronika Slaninova
Elizabeth Swart

2015-2016 100 Hour Student Award Winners

2015-2016 Lifetime Member Recipient
Sandy Haberbosch

2015-2016 Volunteer of the Year Danielle Fortney (center) with Teri Ford from Rosenbaum Family House (left) and Tasha Harrison from the Child Development Center (right).
May 2, 2017

Friends of West Virginia University Hospitals
PO Box 8075
Morgantown, WV 26506-8075

Dear Friends,

Friends of WVU Hospitals continues to provide patients and their families at J. W. Ruby Memorial Hospital and across the WVU Medicine system with programmatic financial support and tremendous service and support through volunteering.

During 2016, there were 604 volunteers which included 122 adults, 383 students and 99 juniors. They provided 28,911 hours of service to the hospital and our patients. Your dedication and support in 48 departments across the system continues to enhance our mission in making patients and their families our top priority.

The Friends Gift Shop continues to support WVU Medicine’s employees, patients and their families by providing services seven days a week that go beyond just being open for business. The Gift Shop serves as an important part of the team by generating money and support for patient care and comfort.

Our Friend’s Board members are visibly active through their volunteerism and support. This is seen through their work on The Festival of Trees and other fundraising events.

On behalf of the WVU Hospital Board of Directors and staff, I would like to thank Friends and volunteers for their support and extend best wishes for the years to come.

Sincerely,

Albert L. Wright, Jr.
President & CEO
West Virginia University Health System
2016-2017 Friends Events

Kayla Moran, a Neonatal Intensive Care (NICU) volunteer hosted a baby shower for the NICU.

Volunteers braved the cold and worked at the Gift Shop Game Day Tents. Pictured are left to right Charlotte Lilly, Victoria Shuman, Amiti Maloy, Kristen Frodelius, Sheila Hall and Travis Cottle.

Friends hosted the first Friends Garden Party at Atria's. Monti stopped by to look at all the gardens.

Friends held a hat contest at the Garden Party. Here are some of the hats. Pictured from left to right are Joey Wright, Emily Loftis and Andrea Rexrode.

Friends Auxiliary Board supported the Alzheimer’s Association by Wearing Purple on National Alzheimer’s Awareness Day. Pictured left to right and front to back are Pam Shriver, Joey Wright, Victoria Shuman, Nada Kisner, Tammie Alexander, Adrienne Davis, Jena Prokopchuk, Stacy Shearer, Kerry Gibson, Michael LeMasters, Tom Licciardi.
Dear Friends,

It’s hard to believe it’s been a year since I took over as President of Friends of WVU Hospitals Auxiliary. I would like to take this opportunity to thank each of you for your service to WVU Medicine. The service you provide to the hospital is invaluable; not only to the patients and their families, but also the staff. The 28 thousand plus hours you served as volunteers in 2016 are hours that staff were able to focus on our patients and their families and have confidence that other work that needed done was being taken of by you.

It’s been my pleasure to meet and work with many of you this past year. Your support of the activities of Friends has been tremendous and is sincerely appreciated. Whether you helped us during our clearance sale at the Gift Shop, worked the various game day tent sales or helped with one of our fundraising activities including Friends Garden Party or Festival of Trees, we are grateful for your time.

This has not been a year without challenges. Each challenge however, was met with dedication and determination of a successful outcome. Although there is still much work to do, I feel that we are well on our way in finalizing many accomplishments. As the saying goes...there is light at the end of the tunnel. Last summer we survived several months of transition with staffing in the Gift Shop. Thanks to my fellow board members, many volunteers, Volunteer Services and Gift Shop staff, we were able to make it through this period and exceed our sales goals over the past several months. Last but not least and late in the game, we lost our venue for our Festival of Trees event. Once again without fail, many of these same people came to our rescue along with incredible support of our local community creating an even better venue for a very successful event that we are all proud of.

Looking ahead, we have already started working on Festival of Trees 2017 and are excited to announce that we will be hosting this event at the Stepping Stones facility at Mylan Park on November 10 and 11th. There are many more fundraising activities in the works such as Friends Garden Party to be held this Sunday, May 7th at Afria’s, a second mum sale in the fall, our WVU game day tent sales, continuing to promote our Monti Bear program and our Hug-A-Bear sales. Be sure to look for information on all of these events on our Facebook page and through the local media.

As I look forward to the coming year, I am certain that the support Friends of WVU Hospitals provides to WVU Medicine will continue to grow. Our volunteers are our foundation and our strength.

Thank you again for your service to WVU Medicine, its patients, their families, and your continued support of Friends.

Sincerely,

Victoria Shuman
President, Friends of WVU Hospitals
2016 Volunteer Stats

28,911 individual hours of service were provided
2,871 additional volunteer hours were provided by groups and at special events
604 individual volunteers gave their time
   99 Junior volunteers (ages 14-18 and still in school)
   383 Student volunteers (enrolled in college)
   122 Adult volunteers
10 therapy dogs lent a paw and an occasional kiss
100's of additional volunteer assisted with special group projects
47 total volunteer areas were touched by volunteers
9,382 e-Cards were printed and delivered to patients
4,492 pieces of U.S. postal mail were delivered to patients
16 Friends Auxiliary members provided generous fundraising support to various areas of the hospital
2 mascots provided hours of smiles as Monti Bear
2016 was a banner year with many improvements and accomplishments. WVU Medicine marked the grand opening of the $200 million J.W. Ruby Memorial Hospital’s new southeast tower with a celebration on January 19, 2017. The 10-story, 335,000-square-foot tower is home to the WVU Heart and Vascular Institute, which will lead WVU Medicine’s statewide efforts in cardiovascular patient care, program development, research, clinical education, and outreach.

Friends of WVU Hospitals continued to support its mission, completed its move into the new gift shop, and redesigned the gift shop website. Over the years, Friends has provided over $1,200,000 in funding for a number of patient comfort and care programs.

2016 Accomplishments

Friends Gift Shop completed its move into its new space and a POS system was installed to track inventory, measure profitability and simplify ordering. The merchandise was reorganized and the aisles were widened to make browsing easier.

The Friends Gift Shop website was redesigned with the help of Yetta Bretzman from the WVU Medicine Marketing Team. The site features frequently purchased gift items, easy ordering/payment and event ticket purchasing. We are pleased to report that site traffic and purchasing have increased as a result of the redesign.

The Friends Facebook page continued to grow in 2016. “Like us” and “share upcoming events” on Facebook at http://www.facebook.com/volunteerservicesgiftshop

In 2016, Friends once again sponsored scales for heart patients so they can continue their healthy life plans at home.

Hug-A-Bear sales increased through renewed marketing efforts. Hug-A-Bear wears a coonskin cap, holds a basketball and plays “Country Roads” when you wind his tail. Friend’s President, Victoria Shuman, presented a $5000 check to the Norma Mae Huggins Cancer Center Research Endowment fund to Coach Huggins at the Annual Fish Fry on Friday, February 3rd. (Friends teamed up with Coach Huggins to create the Hug-A-Bear and support the fund honoring his mother with a portion of the proceeds from each bear sale.)

Monti Bear, our mascot, continued to gain popularity through personal appearances. Each year, the Monti Bear mascot and alternates are selected from student applicants. The winners receive financial awards for their work as Monti.

Friends of WVU Hospitals sponsored a Mum Sale on Friday, September 16th at the Rosenbaum Family House.

The Annual Festival of Trees, entitled “Santa’s Village” was held on Saturday, December 10th and Sunday, December 11th at the Suncrest Towne Center. The event included “fun stations” such decorating gingerbread cookies, making ornaments and more. Santa, Mrs. Claus, and Monti Bear were on hand for photos. Musical entertainment was provided by local youth groups. The event has become a family holiday tradition with all proceeds supporting the Friends of WVU Hospitals mission.

Friends continued ongoing patient comfort and care programs in 2016 including e-cards, the patient comfort fund, and patient activities program. The e-card program delivers cards to hospital patient rooms free of charge. Family and friends can access the service on the hospital website. The patient comfort fund provides clothing, toiletries, transportation and other necessities to hospital patients.

Friends of WVU Hospitals made great strides in 2016. We are looking forward to a great year in 2017 with plans already underway for the Festival of Trees event the weekend of November 10-11th. Mark your calendars now!
Auxiliary of West Virginia Hospitals
Association Award

AWVHA
2016
Fundraising Project of the Year
Over 426 Beds
"Friends Garden Party"
Friends of WVU Hospitals
Patient Activities

Patient Activities is a program sponsored by Friends. Volunteers and staff visit patients throughout the hospital providing them with things to do such as painting bird houses, coloring sheets and more. Volunteers also take a cart filled with goodies that can be purchased including candy bars and gum. In 2016 2 adult volunteers, 11 junior volunteers and 1 staff member made contact with 8144 patients providing 3114 with some type of service including accepting crafts, board games, nail care, and/or just reminiscing. This is a great volunteer opportunity and a chance to have one on one interaction with our patients and their families.

Some Monti Bear Adventures

At a Game Day Tent Sale

At Festival of Trees

At Kid's Fair

At WVU Women's Basketball Pink Out

With Coach Huggins at his radio show with Hug-A-Bears

One of many parades
Thank you for wonderful year!

Volunteer Services
304-598-4134
www.wvumedicine.org/volunteers
Like us on Facebook at
https://www.facebook.com/volunteerservicesgiftshop
www.wvuhgift.com

Friends of WVU Hospitals Auxiliary