

December 2024

# Volunteer Voice

Orange City Area Health System / [ohealthsystem.org](http://ohealthsystem.org)

## A message from Marty Guthmiller, CEO

Five, ten, twenty years from now, I believe we will look back at the year 2024 and see it as a “foundational” year for our health system. As many of you know, we’ve had a number of staff retirements and resignations, particularly in middle and senior management this past year. Most notably relative to you, our Volunteers, was the resignation of Brittany Janssen.

In evaluating Brittany’s position, we were presented with an opportunity to expand this role to include Foundation activities and initiatives in addition to Volunteer activities and programs. To that end, Sarah Jungers has been hired as Director of Foundation and Community Relations. She has a long history of both foundation and volunteer responsibilities, including in healthcare. We are eager for you to get to know her, and she is excited to serve you as well.

You are our ambassadors.  
You are often the front line  
of contact for people  
engaging our services.

A quality volunteer program is incredibly important to our health system. Sure, there is a financial benefit, and in today’s insurance reimbursement environment, it becomes even more essential. (See next page for some details on how YOU have contributed to our financial health this past

year.) Beyond that, however, is the cultural benefit our volunteers provide. You are our ambassadors. You are often the front line of contact for people engaging our services. A friendly, warm greeting ... a helpful direction ... an understanding conversation ... wherever and whenever it may occur ... are all vital to the fabric of Orange City Area Health System.

As an ambassador, you lend merit with your family and friends as well. You add credibility to our mission, and your voice can help communicate our message. Thank you for your role here.

We couldn’t do it without you!

## UPCOMING EVENTS

**Masquerade Jewelry Sale**  
Wednesday, Dec. 4, 9am-2:30pm  
Main Campus Lobby

**Volunteer Holiday Party**  
Wednesday, Dec. 11, 9-11am  
Prairie Winds Event Center  
*Come and go as it works for you.  
Enjoy a hearty breakfast.  
Meet our new Director of  
Foundation and Community  
Relations, Sarah Jungers.*

## Gift Garden Department Top Sellers for October

1. Clothing \$6,314
2. Food/Beverage \$1,525
3. Kids/Baby \$1,391
4. Miscellaneous \$923
5. Fashion Access \$606

## Volunteer Program Scheduling Contacts

Gift Garden, Info Desk, and Surgery  
Waiting Scheduling:  
**Sarah Jungers**  
712-737-5349

Hospice Scheduling:  
**Amber Theis**  
712-737-5343  
[Amber.Theis@ohealthsystem.org](mailto:Amber.Theis@ohealthsystem.org)

**NOTE: All schedule requests must  
be in by the 15<sup>th</sup> of the month**

  
**Thank You**  
*Volunteers*

# Welcome!

## New volunteers

Chuck Boden is our newest friendly face at the Information Desk in our Orange City Family Medicine Clinic, starting in December. Chuck lives in Maurice with his wife, Aimee. His hobbies include woodworking and “telling stories of dumb things” he has done. He looks forward to volunteering to stay active and help others.



Ellie Thompson is a student at Northwestern College, pursuing a career in medicine. She wants to gain some insight into healthcare, and will volunteer at our Surgery Center Reception Desk starting in December. Ellie is from Story City. Her hobbies include baking, hanging out with friends, watching movies, and going on walks, and she loves doing water sports at their lake house in Minnesota.



## Volunteer Opportunities

Below are our volunteer opportunities which currently have the greatest need. If you are interested in trying any of these, please contact the Volunteer Office, Sarah Jungers at 712-737-5349 after December 12.

### Gift Garden

We are looking for new or existing volunteers to pick up more shifts in the Gift Garden. Tasks include greeting and assisting customers with friendly service and point-of-sale. Volunteer shifts are Monday-Friday from 9am-12:30pm and 12:30pm-4pm.

### Information Desk

We are looking for new or existing volunteers to pick up more shifts at the Information Desk. Tasks include: greet patients at the main entrance as they come into the hospital, provide directions, answer questions, and, if able, assist with wheelchairs.

### Hospice Volunteers

Hospice volunteers are a group of compassionate individuals that give of their time to help in many ways. Volunteers can hold a hand, read a book, use a computer, listen to life stories, vacuum, write letters, and touch a heart. If you, or someone you know, has a passion for serving and is dedicated to making a difference in the lives of others, please contact Amber Theis, Hospice Volunteer Coordinator at 737-5345 or email [amber.theis@ohealthsystem.org](mailto:amber.theis@ohealthsystem.org).

## Contributions and community

### Your time and treasure truly does make an impact!

Each year, the Iowa Hospital Association (IHA) gathers “community benefits” data from all Iowa hospitals, which it then uses to help advocate for the health systems and communicate the importance of “free and reduced services” that hospitals provide to the communities they serve. These benefits include our Volunteer service hours, as they help reduce health system costs and provide essential and accessible “free” services to patients, residents, and families. **In 2023, Orange City Area Health System reported \$108,730 in “donated” volunteer time and benefits.** Thank you for being part of our team and giving of your time to make a difference!

Another way Volunteer Services contributes to the health system is with the proceeds from Gift Garden sales and Auxiliary fundraisers.

The Auxiliary Board gifted the following annual contributions, plus the revenue from its most recent “lobby sale” held on November 7.

- ⇒ June 2023: \$32,000
- ⇒ June 2024: \$41,000
- ⇒ Holiday Open House 2024: \$6,000

*Note: It was decided to contribute this one fundraiser’s proceeds because health system leadership indicated a need for a new Ultrasound system in Labor & Delivery in the hospital Birth Center.*

Here’s how this total of \$79,000 was and is being allocated:

- \$31,000 to enhance the Healing Garden behind the hospital
- \$5,000 for a Nu-Step exercise machine at Landsmeer Ridge Retirement Community which is already in use (see photo, below)
- \$25,000 toward the purchase of an Ultrasound system in the Birth Center
- \$18,000 to replace the patio furniture outside the hospital cafeteria and purchase benches for the Healing Garden

*Thank you for giving your time, day after day, month after month, to make all this happen. And thanks to people in all the area communities we serve who make purchases in the gift shop and at all the various fundraisers we host throughout the year.*

