Dear Readers,

We apologize for sending a second issue of the April 2014 newsletter. We needed to fix a few errors. Happy reading!

Volunteers Make the Difference

Hello from the Friends Gift Shops!

Congratulations to Sandy Plunkett for receiving the Distinguished Volunteer Service Award! All of the staff and volunteers have benefited from Sandy’s enthusiasm, knowledge and energy when it comes to making our shops more successful in our mission.

Congratulations also to Mary Beagle & Gloria Stapp for their honorable mentions for the Distinguished Volunteer Service Award.

When you see Mary Ann Crawford take a moment to give her a hug or shake her hand. Our own Mary Ann holds the sole position of most years of volunteer service in the entire UMHS. How many years is that? Forty!

Other Gift Shop volunteers recognized for their service includes Nancy Bates - 30 years, Malcolm Cox - 15 years, Lisa Hartman - 10 years, Sandy Plunkett - 5 years, Maxine Baker, Ginny Bareham, Kathy Dorsey, Anna Fournier, Lillian Path, Linda Spector and Wendy Zellers - 2 years. If you've never attended the volunteer appreciation reception please consider it for next year. It is inspirational to hear other volunteer stories and witness the recognition of others.
The Gift Shops Board Needs You!

Have you ever wondered how you could become more involved in the direction of the Gift Shops? The Friends Gift Shops Board of Directors is comprised primarily of 60% general public/volunteers and 40% of U of M employees. The Board oversees the general operations of the gift shops, makes decisions regarding proceed investments for the benefit of the gift shop's mission, and serves in an advisory capacity for the paid staff of the gift shops. We are always looking for new Board members - folks who know about the gift shops and the funding we provide to hospital projects. Becoming a Board member is a way to give back to your hospital community, and the community at large. Perhaps it is the opportunity you have been looking forward to. The Board meets six times per year. If you would like more information about becoming a Board member for the Friends Gift Shops, please call 734-615-6147. We would love to hear from you!

Managers Musing: What’s going on at the Gift Shops?

Greetings and Salutations. I am writing this piece on the first day of Spring...a day of renewal...a day to leave the vestiges of winter in our wake. I am sincerely enthused with those prospects! Um...is it really snowing right now?

Beginning Monday April 7, the Carousel Gift Shop at C.S. Mott Children’s and Von Voigtlander Women’s Hospitals will be open until 7PM Monday through Friday. We’ve recently completed a test at that shop on Thursdays and are confident that this change will be met with both favor and patronage.

Speaking of the Carousel shop, I'd like to welcome back Keysha Bell who returns after her maternity leave. Mom and the beautiful twins are doing well.

Often, questions arise about clearance merchandise. Briefly, the goal is to relieve the shops of items that have either run their course or were not well received. Everyone should feel comfortable making suggestions on items that are not moving.
As we all know, space is at a premium. Once an item hits the floor, we should be very careful about bringing it back to the stockroom. The good news here is that we all get to decide.

We are so proud and honored to have the opportunity to work with such a wonderful group of volunteers. Your vision and passion truly resonates throughout the medical campus. I'd like to send special felicitations to Sandy Plunkett, President Friends Board of Directors. The University of Michigan Health System Volunteer Services Department has selected her to receive this year's **Distinguished Service Award: Community Volunteer.** Her positive approach, tireless contributions, and the warmth of her compassion set a qualitative example for all to follow. Congratulations Sandy from the entire staff and volunteers!

Robert Newman
FRIENDS Organization
University of Michigan Health System

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**SAVE-THE-DATE**

Soon our UMHS Friends Volunteers, Donors and Gift Shop Staff will be receiving an email evite invitation to the **Annual Friends Spring Luncheon scheduled for Wednesday, May 21st at noon.**

This year's luncheon will be held at Matthaei Botanical Gardens in Ann Arbor. We hope you can join us for our appreciation luncheon, a wonderful speaker from U of M Comprehensive Cancer Center Life's Images of Today and Tomorrow program: Flashes of Hope program - a photography program for pediatric oncology patients, the announcement of our new slate of officers for the FY15 Friends Board and the opportunity to browse the Fine Wine Tasting for Dinner is $45. There are still spaces available. Please RSVP to the email you will receive or call 734-764-1414.
Conservatory and gift shops at the Botanical Gardens.

Because there is a fee for parking, can we suggest that you carpool? It's always more fun to go with friends!!! Please call Waitzy Brown, Administrative Assistant at 734-615-6147 if you have any questions about the luncheon.

Sincerely,

UMHS Friends Gift Shops
Michelle Sanford, Friends Board Communications and Programs