Friends has donated over $500,000.00 to the NEW C.S. Mott Children’s Hospital Capital Campaign. Opening in November 2011, the new facility will deliver world-class care in the finest healthcare environment in the region.
Friends is a volunteer organization that has partnered with the Health System and served the
community for over 50 years. The Friends run the Health System’s four gift shops: in the main
hospital, the Friends with a Heart in the Cardiac Center, the Carousel shop in Mott
Hospital, and Friends East in the East Ann Arbor Health Center. When the new Mott hospital
opens in November 2011, Friends will have a beautiful new shop off the main lobby. We are
excited about that and hope that you will stop in. I started volunteering in the gift shops in
2006 and this year it is my honor to serve as the president of the Friends of the University of
Michigan Health System.

With the money we raise running the shops, Friends provides funding to many wonderful
programs that benefit patients and families. We support projects that often have nowhere
else to go for funding. In over 50 years of running the shops we have given back billions of
dollars to all kinds of programs to benefit patients, families, and the community. Dollars spent
in the gift shops have helped to build University Hospital, the Cancer Center, the Depression
Center, Ronald McDonald House, and the new Children’s and Women’s Hospital. They have
also helped to fund a special camp for ventilator-dependent children, programs at the Turner
Geriatric clinic, Therapeutic Riding and stickers and crayons for Child and Family Life. We
help support the Guest Assistance program and Gifts of Art, all to make our patients’ and their
families’ experiences at the Health System as positive as possible. We try to help meet the most
unmet needs.

Thank you for checking out our newsletter. Now that you know about us we hope you
will get involved with Friends! You can volunteer in our shops, make a contribution to our
organization, and shop. The gift shops are a great place to pick up a snack or magazine while
you wait for an appointment or while on your break at work. You may find that “perfect” gift
(for someone special or yourself) while you browse. Every purchase helps make a difference.
We hope to see you soon—as a Friend!

Sincerely,

Jenny Carpenter
Friends President

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**Funding Update**

In the past year, Friends funded 15 grant requests for a total of $234,016.00.

**FISCAL YEAR 2010-2011**

**MAJOR GRANTS DISBURSED**

- Gifts of Art ($200,000.00 over 4 years): $50,000.00
- Family Resource Center ($60,000.00 over 3 years): $20,000.00
- UI-UM Depression Center ($186,957.00 over 3 years): $65,000.00
- Ronald McDonald House/Laundry Room ($50,000.00 over 5 years): $10,000.00

**TOTAL**: $145,233.00

**ANNUAL GRANTS APPROVED**

- Child & Family Life: $20,000.00
- PEAC (Patient Education Advisory Committee): $20,000.00
- Social Work Adult/Guest Assistance Program: $20,000.00
- Trails Edge Camp: $20,000.00

**TOTAL**: $80,000.00

**QUARTERLY FUNDING REQUESTS/GIFTS GRANTED**

- 5 West Mott Nursing—stickers: $300.00
- 9C Nursing Psychiatry—headphones: $1,000.00
- Pediatric Endocrinology/Ambulatory Care Nursing—books: $110.00
- Geriatric Silver Club—activity & food supplies: $1,500.00
- CVC Patient Family Care—educational posters: $800.00
- Speech Pathology—voice prosthesis devices: $3,573.00
- Bennett’s Beavers—wood display cart: $1,500.00

**TOTAL**: $8,783.00

**GRAND TOTAL**: $234,016.00

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**President’s Letter**
Lynn A. Allen has been a volunteer with the University of Michigan Health System since 2007. She learned of volunteer opportunities at the U-M through a newspaper advertisement. She volunteered in the cancer center and with the library before coming to the Friends gift shops. Lynn is responsible for magazine inventory and display, and can be found every Monday in the main gift shop. Lynn grew up in Ann Arbor. She is a graduate of Community High School. She has two medical assistant degrees—one from Washtenaw Community College (WCC) and the second from Ross Technical School. Lynn met her husband in 1979 at WCC. She has been his primary caregiver for the past 32 years, as he is disabled. She is also the caregiver to her mother-in-law. Lynn enjoys reading and writing and has published numerous stories about her naval experiences and their impact on family life. She also enjoys movies. Of particular interest in Betsey’s background is that in 1897 her maternal great-grandmother was born in San Francisco and lived in Sweden for two years. Traveling around the country of Sweden was a wonderful experience. She also enjoys visiting relatives in Cape Cod, Massachusetts. She especially enjoys a whale watch tour in which she followed a couple of white whales late into the night. In addition to Friends, Lynn volunteers with Food Gatherers, distributing food to the needy.

Betsey Chamberlain has been a volunteer with Friends gift shops since 1995. She has worked in the “stock room”—pricing and displaying merchandise for the past 18 years. She was born and raised in Detroit and attended Northern High School. Upon her high school graduation she enlisted in the U.S. Navy, serving in the Hospital Corp School as a dental and OT technician. After her honorable discharge, she enrolled in the University of Michigan in Ann Arbor but soon dropped out to marry the love of her life, Bob Chamberlain, a U.S. Air Force pilot. And her husband traveled extensively throughout the U.S. while her husband served with the Strategic Air Command unit within the U.S. In 1955, Betsey lost her husband in an air force collision. She never re-married. Betsey has three children, four grandchildren, and one great-granddaughter. After her children were grown, Betsey worked for 30 years in the handbag trunk department of Jacobson’s, Hudson’s, and Lord & Taylor. Outside of volunteering, Betsey enjoys writing and has published numerous stories about her naval and air force experiences and their impact on family life. She enjoys music. Of particular interest in Betsey’s background is that in 1897 her maternal great-grandmother named the Michigan State flower—the tulip, which continues to be the state flower of Michigan today. Betsey is proud to be 89 years young and can be found working every Tuesday in the main gift shops of Friends.

Tula Prokos has been a volunteer in the Friends Gift shops since 2006. She learned about volunteer opportunities with the University of Michigan Health System through a news advertisement. Tula can be found working in the “stock room” every Thursday, pricing and displaying merchandise for purchase in the main gift shop. Tula was born in Detroit. Upon her high school graduation she began working at J.L. Hudson department store and eventually became assistant buyer of infant wear. She is the proud mother of six children—loving every minute of being a stay-at-home mom. She currently has 10 grandchildren and feels fortunate that seven of them live in the Ann Arbor area. Her passion and interests include attending her grandchildren’s sporting events, dance recitals, music programs, and driving them to their many destinations. Tula and her husband are both of Greek descent and thoroughly enjoyed visiting their native country of Greece several years ago. In addition to volunteering with Friends gift shops she helps organize charitable events at St. Nickolas Greek Orthodox Church. She feels fortunate to have her husband retired so that she may spend more time with him and as their large family.

Katie Renken has been a U-M volunteer since 1975, joining the gift shops in 1980. While volunteering in the “old main” hospital, the “counter shop” moved to its own gift shop space. Additional cashiers were needed, so Katie stepped in to help. In addition to Friends, Katie has been involved with a community organization. She organized and ran a gift shop at the Board of Regents at Concordia University. She served three terms as board president, newsletter editor, on the grants committee, and as a board member at large. Katie grew up in Davenport, Iowa and graduated from Davenport High School. She then attended Iowa State University. After marriage she and her husband lived in North Hollywood, California and Albuquerque, New Mexico. Prior to volunteering, Katie’s life experiences involved teaching, corn de-tasseling, working in an ice cream store, and sales. In addition to Friends, Katie has been involved with a community Bible study class, serving as vice-president of her church council and as a superintendent for Sunday school teaching. She also has served on the Anna Botsford Bach Home Board of Directors plus the Board of Regents at Concordia University. Katie is married with three grown children and 14 wonderful grandchildren. She enjoys reading, travel, golf, wine, and friendships. Her travels have included canopy rides in Mexico and Costa Rica, elephant rides in Tanzania, hot air balloon rides over Chelsea and in Africa, bi-plane rides in Hawaii, and ultra-light plane rides in Mexico. This June Katie and her husband Duane will celebrate their 55th wedding anniversary. Katie thoroughly enjoys her many volunteer experiences, especially at the University of Michigan Health System.

Barbara Stoner has been a volunteer since 1996. She first trained as a cashier and later learned computer skills to improve price-scanning case at the registers. She has assisted in the stock room, especially during “snow-bird” volunteer occurrences going south for the winter. Barbara also served on the gift shops committee and Friends Board of Directors including two years as vice-president of gift shop operations. Barbara’s family moved from Ann Arbor two months prior to her birth but returned to the area during her very early teen years. While a student of music during her school years she was active in glee clubs, church services, and social functions. A graduate of Dexter High School and Clarkey College (now university), she was employed 40-plus years at the University of Michigan medical center. She also served many years as a board member of a group offering travel opportunities for U-M employees and their families. Her own family includes three generations of nieces and nephews. She ushers for the University Musical Society as well as University Productions and A2CT. Outside of volunteering, Barbara enjoys reading, travel, spectator sports, and puzzles. Hobbies have included needlework, photography, and commemorative coin collecting. Among her travels, Labor Day walks across Mackinac Bridge at sunrise have been memorable with Colonial Williamsburg, Virginia in December also rating highly. A visit to Ireland’s Blarney stone, however, has not changed her quiet nature!
Friends of the University of Michigan Health System
Cordially invite our volunteers
to attend the
UMHS Friends Gift Shop
Fall Luncheon
Monday October 17, 2011
Noon – 2 p.m.
Towsley Center

In Appreciation of All of Our 2010–11 Donors

Dr. & Mrs. James Albers
Mr. & Mrs. Herbert Amster
Dr. & Mrs. Robert Anderson
Mr. & Mrs. Eugene Anderson
Dr. & Mrs. Rudi Antscher
Mr. & Mrs. William E. Austin
Dr. & Mrs. George M. Bacon
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Barbara Stone
Dr. & Mrs. Jeffrey Stross
Tamara Sutton Falls
A. Ann Tai
A. Alfred Taubman
Dr. & Mrs. George Thompson
Mr. & Mrs. Norman Thompson
2010 PEAC AWARDS

Development of a New Tracheostomy Training Manual for Caregivers of Children Who Have Undergone Tracheostomy... Awarded $3,945.00

The primary objective of this project is to provide a written, up-to-date, comprehensive resource for the safe care and management of children going home with a tracheostomy. It has been developed in collaboration with parents with information based on current best practices and available literature, and it will supplement and enhance the face-to-face and hands on teaching parents/caregivers receive prior to discharge.

Miscarriage: A Shattered Dream... Awarded $100.00

This project wanted to purchase the book Miscarriage: A Shattered Dream to provide more complete support of patients educational and emotional needs in dealing with the very sensitive subject of miscarriage and ultimately improving overall patient knowledge and satisfaction.

Pediatric Surgery—Caring For Your Child’s Gastrostomy Tube... Awarded $200.00

This request was to reproduce a video entitled Caring For Your Child’s Gastrostomy Tube. These videos would allow families to share the information and teach more family members about the care of their child.

Anatomical Joint Models and Anatomy and Pathology Laminated Posters... Awarded $865.00

Physical therapists and assistants on staff will use them on a daily basis to provide patient education regarding normal joint anatomy, mechanics, and how these are affected relevant to each patient’s diagnosis, injury, or disease process they are being treated for. These models will enhance the ability to provide patient education by having visual and tactile material for the patient to view and allow for patients to review and process the information at their own pace.

Ketogenic Diet Education Materials Supply Kit... Awarded $750.00

This group was awarded monies to purchase the book The Ketogenic Diet: A Treatment for Children and Others with Epilepsy, Fourth Edition, with the suggestion of using them as a lending library for patients. These books would be a resource with basic information for parents of children on the ketogenic diet and to help them understand how to implement and carry out the diet. Parents need to read this book prior to their hospital admission for diet initiation.

Illustrated Thoracic Surgery Exercise Programs... Awarded $900.00

Exercise drawings are an essential complement to written instructions, as patients benefit from visual demonstrations and often do not recall what they have learned during the initial instruction of the exercises. The drawings will allow to better serve the learning needs of all of our patients, especially those with low literacy skills and those for whom English is not their primary language.

Palliative Care Resources for Patients... Awarded $1,311.50

Purchase of material to help patients and families become familiar with palliative care, make treatment decisions, understand financial considerations, and become more aware of what to expect during the dying process. The materials are intended to supplement the verbal information given to patients during their appointments.

ART Laboratory Education Manual... Awarded $1,000.00

Produce patient education packets detailing the various assisted reproductive technology (ART) services offered at the U-M Center for Reproductive Medicine. These packets will provide easy-to-understand patient information detailing various infertility treatments, and allow for patients to review and process the information at their own pace.

Epilepsy Educational Brochures... Awarded $3,862.00

[Project pending.] Creation of six different brochures to serve our population of epilepsy patients, as well as their friends and family. The objectives are to increase the understanding of an often misunderstood disease, and improve comfort for patients and families in dealing with acute seizures, long term social and legal consequences, and their evaluation and treatment here at UMMC.

Friends donated $125,000 to the Ronald McDonald House for a kitchen re-model, which was completed in 2010.

Since opening in 1985, the Ronald McDonald House of Ann Arbor has welcomed more than 600 families per year to its facility. Families from the U.S., Canada, and other countries come to be near their children who are being treated at one of several world-class hospitals here in Ann Arbor, including the U-M Hospitals.

The House provides a temporary, inexpensive “home away from home” for these families. Their length of stay may range from a day or two to many months. The house can accommodate 29 families, each with a comfortable sleeping room and access to the kitchen and pantry where they may prepare meals. Each family completes a daily maintenance chore to assist with upkeep.

This supportive environment is made possible through the generous contributions of many organizations like Friends, businesses, and individuals. Nearly 150 volunteers serve on three-hour shifts to staff the house 12 hours per day, 365 days per year. Others are members of committees that manage daily operations, fundraising, public relations, and maintenance.

It’s Fun to Be a Friend!

Friends celebrating the 90th birthday of volunteer, Lucille Zink, and the upcoming nuptials of volunteer Mary Kogelschatz-Beagle.
News Update

Friends donated $20,000.00 to Trails Edge Camp

Friends has been a sponsor of Trail’s Edge Camp for the past 22 years. Over 100 volunteers are needed to run the five-day camp for 32 ventilator-dependent campers. If you are interested in being a volunteer for Trail’s Edge contact Kathy Barnum at Kbarnum@umich.edu

Summer camp is such a common rite of passage that it’s easy to assume everyone has experienced it at some point in their lives. But for children who are ventilator-dependent and medically fragile, going to summer camp is just one of many activities unavailable to them.

In June 1990, Trail’s Edge Camp changed that. The first camp of its kind, Trail’s Edge is a place where ventilator-dependent campers 5-18 years meet kids who face the same challenges that they do, where they are not different, and where the impossible becomes reality. Campers enjoy a week of typical activities like horseback riding, fishing, archery, and swimming. There’s even a fully accessible tree house! Campers leave their wheelchairs 25 feet below as they enter the canopy of the trees via a harness and pulley system.

Located at the Fowler Center for Outdoor Learning—a beautiful barrier-free camp that sits beside a natural inland lake on 200 acres in Mayville, Michigan—Trail’s Edge is staffed by volunteers and funded through donations from Friends and the Zukey Lake Tavern. In addition to benefits for the campers, the week also provides parents with a much-needed respite from the difficult tasks inherent in caring for a medically fragile child. In most cases, it is the only break they get in the course of a year.

Visit Our Shops

Every time a purchase is made in any of the FOUR University of Michigan Friends gift shops, the proceeds go toward supporting patient and family care programs, including amenities, support, and educational programs. These programs often do not receive funding from any other source, including the U-M Health System.

Visit Our Shops

The Carousel Gift Shop at C.S. Mott Children’s Hospital

The Friends Gift Shop at University Hospital/Taubman Center

The Friends with a Heart Gift Shop at the U-M Cardiovascular Center

NEW! Friends East Ann Arbor Gift Shop at East Medical Campus (4260 Plymouth Rd.)

www.med.umich.edu/friends/
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