Dear Friends,

Thank you customers for your support, one purchase at a time.
Thank you donors for your generous financial gifts.
Thank you staff for your efforts with operating our shops.
Thank you volunteers for your gifts of energy and time.
Thank you UMHS leadership for your continuous support of Friends.

Each of you enables us to fund various projects that make a difference for patients and their families.

This past fiscal year has been both exciting and rewarding:
- Support has continued for Child and Family Life, Social Work, Trails Edge Camp, the Patient Educational Advisory Council and Gifts of Art.
- Several other requests were also granted, including Canton Radiology, Depression Center, Cancer Center, Livonia Surgery Anesthesiology and the Transplant House.
- The shops enjoyed a year of outstanding sales growth under the leadership of Robert Newman, Gift Shops Manager, and his team.
- The Friends Fund has grown as a result of sales increases and of moving a portion of the fund to the University FAAE, which yields a higher return for us—allowing us to support additional projects.

As we close, it is with heartfelt gratitude for many years of service that we say farewell to Dan Fischer and Aru Janardan. Best wishes and thank you for all that you have done for Friends.

Regards,

[Signature]

Margaret Crandall
June 2013
It is with great pleasure and honor that I will serve as President of the Friends Board of Directors for the 2013-2014 fiscal year. I look forward to another successful year in which our non-profit gift shop operations continue to generate revenue to support the many needs within the University of Michigan Health System and its community. I hope to continue this long-standing mission of giving back to those in need.

Please follow our progress on Twitter and Facebook as well as on our website. Friends is also going “green” with our NEW electronic newsletter that will debut very soon. The gift shops of Friends of UMHS is made possible only through the efforts of our many volunteers and outstanding staff ...see you in the shops!

Friendly regards,

Sandy Plunkett
June 2013
Thank-you notes and photos

Cancer Center Patient Support

My name is Sheila Morris and I am a Cancer Center Patient & Family Support Services colleague of Sue Wintemeyer-Pingel. Sue and our team were generously awarded a Friends Award this past fall to develop the “Life Images of Today and Tomorrow” photography program for adult cancer patients and their families. We were so humbled to receive the award and cannot fully express gratitude.

Patient and Family Services

“Our belief in and support of the “Life images of Today and Tomorrow” photography project will assist us in working towards our mission of reducing the burdens of cancer through empowering cancer patients and their families. The generosity of the Friends organization in awarding this grant will influence the lives of cancer patients and their families in insightful and healing ways, and complement other programs offered by PFSS.”

Donna Murphy, LMSW, CCLS
Co-Director, Psych Oncology

Sue Winter Meyer-Pingel, RN, MS
Grief & Loss Program Coordinator

Child and Family Life

“In the current fiscal year to date we have provided over 2000 hours of Child Life programming to patients and families. Your donation has allowed us to purchase numerous arts & crafts supplies, distraction and comfort items and specialty items that we need for daily activity programming as well as special events.

Thank you again from the bottom of our hearts for being a true partner with us in the work we do with patients and families.”

Lisa Munch
Administrative Specialist

Gift of Art

Friends support for Gifts of Art over the years has resulted in one of the best and most comprehensive arts in healthcare programs in the United States. The National Endowment for the Arts recognizes Gifts of Art as a model “Best Practices” program. The following Gifts of Art core programs are supported in part by the Friends: the Art Cart, the Exhibit Galleries, the Thursday Concert Series, Music While You Wait, the Life Sciences Orchestra, the Bedside Art Program, the Coloring Book project, and the Friends Meditation Garden. New this year is Story Studio, recording patient stories at the bedside, which has just received an Office of the Vice President of Research grant.

Survival Flight

For twenty years Survival Flight has been able to give special teddy bears to the children who are transported by our flight team. These teddy bears help give comfort to the children who are undergoing treatment here at the University of Michigan Mott Children’s Hospital and the Brandon Neonatal Intensive care unit, thanks to the Friends of the U-M Hospitals and Health Centers. Without the Friends’ continued support these bears would not be possible.

Canton Health Center Radiology/CT Department

“A warm blanket on a cold day for a sick or elderly patient is part of what we believe in as “the Michigan Difference”. The CT scan rooms are cooled to keep the computers and other equipment in top operating condition; therefore even on a hot, summer day, a warm blanket is a welcome comfort during a CT exam. Thank you so much for helping us to provide this comfort to our patients.”

Renee Maas, BAS, RT (R) (CT)
CAT Scan Technologist
Birds of Prey – Wings of Wonder

“The programs are so well received and offer the opportunity to share the greater Ann Arbor community resources with the patients and families in the hospital... truly helping us with our goal to build community within the hospital and within the greater community we as a health care provider are part of.”

Julie Piazza, MS, CCLS
Project Manager

Ronald McDonald House

E-Newsletter Announcement

Dear readers,

Please enjoy our last print edition of the Friends Annual Newsletter.

We are pleased to announce that UMHS Friends Gift Shops will be converting from the printed newsletters to an electronic version. This new e-newsletter format will save us money, allowing even more of the proceeds from your purchases and donations to go to patients and families who need it.

An e-newsletter will allow us to reach a broader audience and to share newsworthy information more than once a year. If you have enjoyed receiving our printed editions and wish to continue receiving news from us, please send an email to FriendsofUMHS@med.umich.edu with your name and preferred email address.

We also want to invite you to join us on our social network sites below. The e-newsletter will be posted on these sites beginning in January 2014.

website: med.umich.edu/friends/, facebook: facebook.com/umfriends, twitter: twitter.com/UMFriendsGiftSh.

Look for the UMHS Friends e-newsletter starting January 2014.
Plans are again being made for the UMHS Friends Gift Shops to participate in this year’s hospital-wide ice cream social. Last year, Friends started a new tradition of thanking its patrons by offering hourly drawings for gift shop merchandise and each person who stopped by the information table received a 20% off coupon.

Friends would like to thank its many employees for their continued support of the Friends Gift Shops.

UMHS Friends Gift Shops held their annual meeting and spring luncheon on Wednesday May 15, 2013 in the Towsley Center Lobby. Leanne Chadwick, Raptor Specialist and Animal-Assisted Therapist as well as Zach Zeneberg, Raptor Specialist and Executive Director for Wings of Wonder were the guest speakers. Almost 60 volunteers were thanked for their continued service to Friends. Special thanks were extended to Margaret Crandall, outgoing president. New board members and officers for fiscal year 2013 were welcomed and sworn into office.
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.

The Carousel Gift Shop at the new C.S. Mott Children’s and Von Voigtlander Women’s hospitals
734-232-7335

The Friends with a Heart Gift Shop at the U-M Cardiovascular Center
734-232-4118

The Friends Gift Shop at University Hospital/Taubman Center
734-936-5975

The Friends East Ann Arbor Gift Shop at East Medical Campus
734-232-3415

VOLUNTEERS NEEDED!

Friends Gift Shops, a partner with the University of Michigan Health System, is currently seeking volunteers for their four gift shops.

Positions include:
• cashiers
• stock assistant

No experience required Four hours/week, Monday-Friday, flexible scheduling, FREE parking.

Come enjoy meeting & working with other volunteers while supporting this non-profit community organization.

To learn more call: 734-936-5975 or email FriendsofUMHS@med.umich.edu
Officers and Board Members 2013

Officers and Board of Directors:
President ........................................ Margaret Crandall
President-Elect .................................. Sandy Plunkett
Past President ................................ Jenny Carpenter
Secretary ........................................ Open Position
Treasurer ........................................ Daniel Fischer
Vice President for Gift Shops .................. Lynne Kittle
Social Services .................................. Anita Clos
Communications & Programs ............... Michelle Sanford
Development .................................. Sara Hickey
Bylaws ........................................... Leslie Kamil
Members at Large .............................. Lana Chang, Kathy Dorsey, Amy E. Parravano-Drummond, Darlene Eagle, Bobby Hewlett, Cindy Kapanowski, Pat Richards, Julie Piazza, Karen Stern, Gina Walsh
Nominating Committee ....................... Sandy Plunkett, Jenny Carpenter, Lynne Kittle, Lana Chang
Gift Shop Liaison ................................ Alfreda Rooks, MPA, Community Programs & Services Director
UMHS Gift Shop Manager .................. Robert Newman
UMHS Friends Board Administrative Assistant . . . Waitzy Brown

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