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UH-2C 201
1500 East Medical Center Drive
Ann Arbor, MI 48109-0061

www.med.umich.edu/friends
**Funding Update**

In the past year, Friends funded 15 grant requests for a total of **$153,954.22**.

**Fiscal Year 2011–2012**

**Annual Grants/Core Benefactors**

Child and Family Life ........................................ $25,000.00  
Trails Edge Camp—ventilator dependent children .......... $25,000.00 
Gifts of Art ................................................. $25,000.00  
Social Work GAP (Guest Assistance Program) ............... $25,000.00  
PEAC (Patient Education Advisory Committee) ............... $25,000.00  
**Subtotal** ................................................ $125,000.00

**Quarterly Grants**

Child Behavioral Health ...................................... $3,000.00  
Bedwetting Alarms

Inpatient Psychiatry—Child/Adolescent and Adult .......... $12,443.00  
A package of cardiovascular/exercise machines for patient use:  
treadmills, recumbent bicycle, weight lifting system, and elliptical machine.

Mott Nursing ................................................ $5,640.00  
8 infant swing, 12 infant bouncer seats, 10 high chairs, 12 mobiles,  
10 grocery carts, 20 music boxes, 12 wagons, and 12 DVD players

Pediatric Endocrinology—The Diabetes Team ............... $722.00  
300 carabiner calculators

Physical Medicine & Rehabilitation .......................... $1,760.14  
Kitchen equipment

Radiation/Oncology .......................................... $1,669.64  
Lazy Boy tranquility mobile medical recliner

Social Work and Community Programs ....................... $1,169.44  
Audio equipment: portable speaker with remote volume control,  
lapel (lavalier) microphone, handled microphone, protective carrying case,  
and cart for safety and transportation

Surgical Observation Unit .................................... $800.00  
13 florescent light diffuser covers (sky panels), 13 wall clocks

Turner Geriatric Silver Club Programs ....................... $1,750.00  
Social model program for people 60 and older who have memory loss  
**Subtotal** ................................................. $28,954.22

**Grand Total** ................................................ **$153,954.22**
As my term as board president comes to a close, I want to thank everyone who has contributed their time and treasure to brighten the day and improve the care of those who seek our help—our patients, family members, and loved ones—often in the most difficult period of their lives.

The past year brought several important transitions to the Friends organization. The opening of the gift shop in the new C.S. Mott Children’s Hospital and Von Voigtlander Women’s Hospital has been a tremendous boon to our financial health. We also said goodbye to our long-time gift shop manager, Sandy Del Favro, and wished her well in her retirement. And with Sandy’s departure we welcome Robert Newman as the new gift shop manager effective May 14, 2012. Robert brings a wealth of retail experience to us and we look forward to his contributions.

As I noted in my letter last year, we’ve been fortunate to have the guidance of Dan Fischer as Friends treasurer. Under Dan’s tenure, we’ve restructured our funding model to not only increase the amount of resources we share with the Health System but also to improve our long-standing support of Gifts of Art, Trails Edge Camp, the Patient Education Advisory Council, Social Work, and Child and Family Life. And as further evidence of our continuing financial health, Jenny Carpenter has spearheaded a smart change to our investment strategy that will greatly improve the return Friends receives on funds we set aside for our long-term goals.

We did fall short of our goal of putting the Friends Gift Shops online in 2011–12 but doing so remains a priority for the board and more work will be done to make this a reality in the near future.

At the heart of the Friends mission is service to the U-M Health System’s patients and families. In a very real way, Friends provides the Michigan Difference for thousands of patients and their loved ones each year. It has been a tremendous honor to play a small role in this vitally important mission. I wish all of our volunteers, paid staff, and board members every success in the future.

With best wishes,

[Signature]

Dave Brudon
Friends President
Meet Our Volunteers...who help make our Gifts possible!

Friends is a board-governed, volunteer-staffed, non-profit community organization that administers and manages four gift shops affiliated with the University of Michigan Health System. The revenue generated from these shops provides funds for patient care programs, amenities, and education projects. We always welcome and encourage NEW volunteers to join in our efforts. For more information, call 734-615-6147 or e-mail FriendsofUMHS@umich.edu.

Marty Baldwin

has volunteered in the Friends gift shops since 2011. Currently, she works as a cashier in the main shop, where she enjoys interacting with fellow volunteers and customers. Born and raised in Tecumseh, MI, Marty graduated from Tecumseh High School and attended Michigan State University for two years. She then worked in Warner-Lambert’s Patent Department for many years. Since retiring, she has volunteered for the city of Ann Arbor and Washtenaw County, serving as an election inspector, and for the Michigan Theater and Hill Auditorium, helping out as an usher. Marty also volunteers at the American Red Cross Blood Donor Center and the Disaster Relief System—she was deployed to New Orleans in the aftermath of Hurricane Katrina, to parts of Mississippi and Louisiana flooded by Hurricane Gustav, and to Indiana when the Wabash River flooded its banks. A proud mother of two and grandmother of four, Marty enjoys snow skiing, hiking, hiking, and kayaking in her spare time. She also has a passion for gardening, sewing, knitting, and crocheting afghans, and wants to resume playing golf! She has traveled throughout the U.S. and Canada in a van conversion RV, and also visited more than 25 countries. Most recently she took a river cruise in Russia and the Ukraine. Marty is enjoying her association with the Friends gift shops—“it is a fun atmosphere,” she says, “where I get to work with many nice, patient new friends.”

Nancy Rayburn

became a volunteer in 2011. She was familiar with the Friends gift shops from visiting family and friends at the hospital and knew volunteering would expose her to a great variety of unique people (and giftware as well!). She currently helps out as a cashier, but can also be found pricing inventory and displaying merchandise. Nancy grew up in the Old West Side neighborhood of Ann Arbor, and graduated from Pioneer High School. She then completed a nursing assistant certification program and also trained as a beautician. For several years, she resided in the Monterey Bay area of California, eventually returning to Michigan. In addition to volunteering, Nancy works in the home care industry. She enjoys meeting different clients and assessing their needs for care, and takes satisfaction in caring for those who do not have family members to assist them. Her work also allows her to maintain a schedule flexible enough to volunteer for Friends. The mother of three grown children, Nancy has been an active volunteer at her children’s schools and at church. One of her daughters is pursuing a master’s degree in social work, while the eldest lives in New Orleans and her “awesome” special needs son lives in his own home. He has helped her to become passionate about special needs people! Nancy’s hobbies include gardening, horseback riding, tennis, hiking, walking, any water-related activities, cooking, and throwing dinner parties. Eight years ago, Nancy lost her husband. After having moved through life caring for others, she is now focusing on her self and considers every day to be an adventure! We are thrilled she picked Friends to be part of her new journey.

Pat Richards

became a Friends volunteer in 2011. Having always worked for non-profits, she wanted to volunteer for a non-profit upon retiring. Currently, she helps out as a cashier in the main gift shop and has recently joined the Friends Board. Her previous volunteer experiences include serving as treasurer and member-at-large for Washtenaw camp placement and parliamentarian for the Huron Valley Corvette Club. An Ann Arbor native, Pat attended Pioneer High School and Eastern Michigan University, where she studied business and finance. For 25 years, she worked for the Huron Valley Girl Scout Council as deputy director, which involved supervising a support staff of 12, overseeing human resources and facilities management, and functioning as the council’s chief financial officer. When her position was eliminated, she went to work as a deputy court administrator for Ann Arbor’s 15th District Court and then as a jury clerk for the Washtenaw County 22nd Circuit Court. In this role, she implemented new software for the jury and supervised seven court recorders. When she retired in 2010, she gave herself the gift of eight days of heavenly bliss at a Mexican spa! She and her husband have also cruised the Caribbean and Panama Canal, as well as visited Hawaii. She looks forward to many more trips, especially those involving driving throughout the U.S. Pat is the proud aunt of 10 nieces and nephews and 10 great-nieces and great-nephews, whom she enjoys watching grow. Her hobbies include reading, sewing, knitting, and crocheting. She stays fit by participating in the Curves exercise programs, and recently started working for the city of Ann Arbor as an election inspector.
Michelle Sanford

started volunteering as a cashier in the Friends main shop in 2010. After 37 years of working in the education field as both a high-school and college academic and personal counselor, she became interested in community service and found Friends! Working in the Friends gift shops has given her an experience vastly different from her work experiences and the opportunity to give back to her alma mater—the University of Michigan. Michelle loves working with other volunteers and assisting customers. Recently she became a buyer for all the stuffed animals that can be seen (and adored) in the four shops. As a volunteer with Friends, she often runs into former students and takes great pride in seeing them excel and contribute their talents and skills to the “Michigan Difference.” Michelle considers herself a “townie,” having been born in Ann Arbor and raised in Ypsilanti, and feels fortunate to have earned both a BA and an MA in guidance and counseling from U-M. In addition, she also completed post-graduate work in school administration at Eastern Michigan University. In addition to Friends, Michelle volunteers at Matthaei Botanical Gardens and for the Ypsilanti Community Choir, of which she serves as board president. She and her husband have been singing for the choir for more than 10 years. Michelle’s hobbies include singing, cycling, doing yoga, traveling, attending and supporting U-M musical theater, and spending time with her family and “best friend of 34 years,” her husband. One of her favorite travel stories involves hiking in Washington state, where she crossed paths with a former student from Michigan at a small local supply store! Michelle feels it is a joy to serve as a volunteer for Friends, and hopes to do so for many years to come.

Harriet Selin

has been a volunteer with the Friends gift shops for more than ten years. When she retired, after 15 years as an administrator in the Department of Dermatology, she wanted to maintain a relationship with U-M’s hospitals. Harriet chose to volunteer as a cashier in the gift shops because she enjoys interacting with the people who come into the shops, and because of the importance of the gift shops to the hospital, both for the money they raise, and as a resource for staff, patients, and their families. Harriet grew up in Munising, a small town in Michigan’s Upper Peninsula. After graduating from U-M, she married and moved to Iron River where her husband worked in his family’s business, and then to Ann Arbor in 1964. After her three children reached their teens, Harriet accepted a part-time position at U-M’s Survey Research Center and then a full-time position with Dermatology. Harriet has also been active in many non-profit organizations. For many years, she served on the curriculum committee of Osher Lifelong Learning, an 1,000-member organization that offers lectures and classes to retirees. Harriet enjoys playing tennis and golf and attending aerobic classes, as well as University productions and lectures. She is proud of her three daughters and six grandchildren and enjoys traveling with them and her friends. Now a widow, she has many fond memories of hiking with her husband in national parks, skiing with him in Colorado, and traveling with him throughout the U.S. and abroad!

Jane Vincent

has been volunteering in hospitals since the age of 18. Loving the experience, she eventually decided to become a registered nurse. She earned a nursing degree from Oakland Community College in 1982 and then enrolled at Eastern Michigan University, graduating magna cum laude with a BS in 1995. After practicing nursing for more than 25 years, she retired in 2010. Eager to return to her volunteer roots, she decided to help out at the Friends gift shops. Jane currently works as a cashier in the main gift shop and displays cosmetics. She grew up in Long Island, NY, and since then has lived in many locations, including, but not limited to, State College, PA; Netcong, NJ; Greenville, PA; Omaha, NE; Troy, MI; Ann Arbor, MI; Divide, CO (where she lived at an altitude of 9,000 feet); Sedona, AZ; Tucson, AZ; Hyde Park, NY; and back to Ann Arbor! She loved her many moves throughout the country, thanks to the “terrific people” she met and “the many cool things” she saw. Her all-time favorite place was the Rocky Mountains of Colorado (above Colorado Springs), where she was the RN supervisor and patient care coordinator at Prospect Homecare-Hospice. Jane has also traveled to Germany, Switzerland, Luxemburg, and Italy, where many of her relatives still reside and where she discovered the best pizza and gelatos. Jane has three sons and six grandchildren. One of her sons married a German gal, who drove Jane’s family all over Germany. In addition to traveling, Jane enjoys hiking, bird watching, and science, particularly astronomy and psychology.

Karen Stern

has been a Friends volunteer since 2010. She was “recruited” by a friend who was a Friends volunteer when plans began to open a gift shop at East Medical Campus. Karen currently is a cashier at that gift shop and often brings merchandise to it from the main shop. Currently a member of the Friends Board of Directors, she served as secretary of the board from 2011–12. She now serves as president of U-M’s Faculty Women’s Club. Karen grew up in Hawaii, graduating from the University of Hawaii with a degree in nursing. During her college years, she participated in a student exchange program that brought her to Massachusetts, where she attended UMass Amherst. Prior to her arrival in Ann Arbor, Karen practiced nursing in Oakland, CA; Seattle, WA; London, Ontario; and rural New City, NY. She has held positions in surgical nursing, trauma ICU nursing, and pediatric nursing. Karen has also volunteered at the Glacier Hills nursing home, and at the following Ann Arbor public schools: King, Clague, and Huron High. In addition, she has served as a tutor in the English as a Second Language (ESL) Northwoods Language program and as an usher for U-M’s School of Music, Theatre & Dance. Karen has a son, who is a student at U-M and plans to remain there for medical school, which would be great for Friends since Karen would continue on as a volunteer!
SAVE THE DATE

Friends of the University of Michigan Health System

Cordially invite our Volunteers to attend the

UMHS Friends Gift Shops
Fall Luncheon

Monday October 15, 2012
Noon–2:00 p.m.
Towsley Center Dining Room
(Lower level)

Please R.S.V.P. by October 10, 2012
Board Assistant 734.615.6147 Or email: FriendsofUMHS@umich.edu
(Please select only one method of response)
Vegetarian meal also provided
Parking validated

The Friends gift shops, of the University of Michigan Health System, held their annual meeting and luncheon on Monday, May 21st, 2012, at the Towsley Center dining room. Debra Yake, clinical coordinator of the Clinical Simulations Center, was the guest speaker. In addition, new board members and officers for the 2012–2013 fiscal year were sworn into office.

New gift shop manager Robert Newman with new Board of Directors President Margaret Crandall.
IN APPRECIATION OF ALL OF OUR 2010–12 DONORS

Dr. & Mrs. James Albers
Dr. & Mrs. Herbert Amster
Dr. & Mrs. Robert Anderson
Mr. & Mrs. Eugene Anderson
Dr. & Mrs. Rudi Ansbacher
Mr. & Mrs. William E. Austin
Dr. & Mrs. George M. Bacon
Mr. & Mrs. Daniel Balbach
Mr. & Mrs. John Ballew
Anne Ballew
Dr. Ruth Barnard
Kathy Barnum
Dr. Eric & Mrs. Nancy Bates
Rosemarie Bauer
Dr. & Mrs. Stanley Berent
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Dr. & Ms. David Bloom
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Barbara Stoner
Dr. & Mrs. Jeffrey Stross
Tamara Sutton Falls
A. Ann Tai
A. Alfred Taubman
Dr. & Mrs. George Thompson
Dr. & Mrs. Norman Thompson
Mr. & Mrs. E.W. Ned Thomson
Dr. & Mrs. Gerd Till
Ruth Tolbert
Dr. & Mrs. Van Appledorn
Dr. & Mrs. John Voorhees
Kathleen Wade
Mrs. Donna Kennie Waehner
Dr. & Mrs. Thomas Wakefield
Marcy Waldinger
Dr. Peter Ward
Pat & Ken Warner
Mary Lou Webster
Dr. & Mrs. John Weg
Dr. & Mrs. Joel Weinberg
Harriet M. Wells
Carolyn C. White
Nancy C. White
Dr. & Mrs. Walter Whitehouse
Bonnie Wilkinson
Gregory Wirbeck
Mr. & Mrs. Scott Wood
Mr. & Mrs. E. Benjamin Wylie
Jianqui Xing
Dr. & Mrs. Tadataka Yamada
Lucille Zink
Depression Education & Outreach Made Possible by Funding from Friends April 16, 2012 An Update from Gail Campanella and Lauren Hutchens of the U-M Comprehensive Depression Center

Depression Center Mission
• Detect depression and bipolar disorders earlier (ages 15–24 typical onset, but prevention can start at birth)
• Treat earlier and more effectively
• Prevent recurrences and progression (achieve wellness)
• Counteract stigma
• Improve public policy

Funding from Friends has made a real difference!

Depression Education—Advancing Our Mission
Friends support has helped us to create and disseminate standardized health information materials to achieve the following:
• Educate and reduce stigma
• Encourage early help seeking
• Identify the services available via the U-M Depression Center
• Engage families and caregivers
• Promote wellness
• Strengthen the U-M brand

Materials created with Friends support
• Quarterly newsletters (one of our most effective communication tools)
• Educational materials for patients, families, the public
• Toolkits to enhance adherence and prevention

Select Audiences
• Psychiatry and Depression Center patients: ambulatory, inpatient, emergency
• High-risk populations: adolescents, women—especially pregnant women & new moms, high school & college students, athletes, veterans, those with other medical chronic diseases (diabetes, cardiovascular, cancer), geriatrics
• Family members
• Health professionals across UMHS and elsewhere
• General public
…and visitors to the Friends Depression Education Resource Center

Materials
• Quarterly educational newsletter (7,500 recipients/issue via mail, UMHS clinics, events)
• Fact sheets on topics such as depression, bipolar disorder, stress, self-management, nutrition, exercise, finding support systems, journaling
• Welcome booklets and folders for all new ambulatory psychiatry patients (~4,000/yr), adult inpatients (~800/yr) & child and adolescent inpatients (in process)

Materials Display Racks in Friends Education and Resource Center
Topics
• Mental health services basics
• Treatment-resistant depression
• Sleep
• “Self-care”: nutrition, exercise, journaling
• Understanding suicide
• Stigma
• Bipolar disorder
• Genetics
• Peer support
• Military mental health
• Research participation
• Perinatal anxiety
• Co-occurring conditions
• Depression in children, teens
• Stress
• College mental health

Friends-Supported Materials Reaching Tens of Thousands
• Primary and specialty care clinics across UMHS
• ~4,000 new ambulatory patients, ~800 adult inpatients, -child & adolescent inpatients and families
• UMHS online patient education clearinghouse
• Support groups
• Providers using as standard part of clinical toolkit
• Events: Bright Nights, Colloquium, Campus Mind Works, community and employee health fairs
• Materials available for unlimited viewing on our websites for download by anyone, anywhere

Demand is High! Demand is Growing!!

In the Works
• Welcome book for all child/adolescent inpatient psychiatry
• Future quarterly newsletters
• Brochures on additional topics
• Additional fact sheets as requested
THANK YOU Friends!
For your continued, long-term partnership in helping us:

- Improve access to accurate health information
- Provide resources to diverse audiences on a variety of topics
- Spread knowledge that can promote wellness and counteract stigma and misinformation

You have been vital in helping us achieve our mission. We could not have initiated or maintained this effort without this support!

EVERY PURCHASE MAKES A DIFFERENCE!

Friends gift shops held several “special sale” days in which 100% of the sales were donated to Trails Edge Camps and other special grant requests. In 2011–12 a total of $39,675.00 was raised through the generous shopping of UMHS employees, patients, and visitors.
PEAC Projects Awarded in 2011–2012 Year

Survival Guide for Type 1 and Type 2 Diabetes
Awarded $1,000.00
A user-friendly “survival guide” for newly diagnosed Type 1 and 2 diabetes patients, this publication will include information on how to maintain optimum health with diabetes after discharge from the hospital or an outpatient clinic.

Lung Transplant Patient Education Guide
Awarded $2,500.00
This book contains information about steps to take pre-transplant, what occurs at the time of transplant, and what to expect post-transplant. It will help eligible transplant candidates decide whether receiving a transplant is the right choice for them (e.g., are they ready to assume the responsibilities that come with a transplant).

A Guide for Respiratory Care of Patients with Cystic Fibrosis
Awarded $2,500.00
This project will provide clear and concise information on the respiratory care of patients (both children and adults) with cystic fibrosis. The objective is to improve the day-to-day care of these patients, as well as their long-term health outcomes.

Mild Memory Loss Peer Support Initiative
Awarded $1,300.00
This project’s primary aim is to prevent the all-too-common feelings of isolation, fear, and anxiety individuals experience when confronted with the very early symptoms of cognitive loss. The brochure and tip sheets will serve to normalize and validate these individuals’ response to this situation.

Encouraging Mental Health Adherence in College Students
Awarded $1,844.00
Understanding and adhering to treatment plans is crucial for college-aged patients with mental health issues to experience effective treatment outcomes. These patients will receive educational materials (e.g., brochures, workbooks, and web pages geared toward different learning styles) that will empower them to become involved in their own treatment.

Lymphedema Self-Management Video
Awarded $2,500.00
Learning how to manage lymphedema is critical, since it is a chronic condition. To effectively do so, patients must learn: compression bandaging of the swollen limb, stretching, self-massage, and deep breathing. Currently, these skills are taught through bandaging demonstrations, and verbal and written instructions. By creating a DVD with instructions that patients/caregivers can watch as needed, the self-management of lymphedema could significantly improve.

Mpower Jr. Program
Awarded $1,760.00
This project is meant to improve the health of obese children in Michigan through medical management, nutrition education, behavior modification, and physical activity. It will help children reduce their body mass index percentile, improve obesity-related comorbidities, increase knowledge about nutrition/exercise, and promote lifestyle changes.

Pediatric Specialty Clinics Manuals
Awarded $2,500.00
Because programs and services for disabled youth in Michigan are difficult to access, a Manual for Parents of Children with Multiple Impairments and the Transition to Adulthood for Youth with Developmental Disabilities will be created that will help inform the parents of disabled youth about available programs/services and educate pediatricians caring for disabled children about them. We’ll also make the manual available in various inpatient and outpatient settings.

Pediatric Weight Binder (a reprint of a previously funded project)
Awarded $1,000.00
This project’s objective is to improve the health and overall well-being of obese adolescents in Michigan through medical management, nutrition education, behavior modification, and physical activity. Hands-on activities included in the binder will accommodate tactile/kinesthetic learners and graphics, visual learners.

Help Me Talk Booklets
Awarded $600.00
Produce instruction booklets for nursing and medical staff to use with parents of toddlers ages one to three, who are demonstrating speech and language delays. The goal is to educate parents about the components of speech/language and how best to stimulate speech/language development in their child.

Charts and Models
Awarded $433.00
The charts and models will give physicians, PA-Cs, and RNs an improved method for educating patients by giving them visual aids to use.

Understanding Difficult Behavior
Awarded $270.00
U-M’s geriatric psychiatrists and clinical social workers will use this book to educate families or other caregivers of patients newly diagnosed with dementia. It will provide caregivers with the tools they need to keep loved ones with dementia at home longer, and to reduce their risk of injury and misuse of medication, which is associated with increased mortality among other risks.
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.

www.med.umich.edu/friends/

NEW! 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 Main Friends Gift Shop at University Hospital/Taubman Center
734-936-5975

Judy Kovac at the Friends East Ann Arbor Gift Shop at East Medical Campus (4260 Plymouth Rd.)
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
- merchandise display
- buyers

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: 734-615-6147 or email: FriendsofUMHS@umich.edu
Officers and Board Members
2012–2013

Officers and Board of Directors:
President: Margaret Crandall
President-Elect: Sandy Plunkett
Past President: Jenny Carpenter
Treasurer: Daniel Fischer
Vice President for Gift Shops: Lynn 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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