Dear Friends,

I am honored to be the current president of the Friends of the University of Michigan Health System. I was elected to the Board of Directors a few years ago. Serving in this capacity has brought a different perspective to my “Friends” experience. Having worked for the University of Michigan Health System for thirty years, I had the privilege of working with this volunteer organization. They supported many of my projects at that time. I found these volunteers and staff to be dedicated people then and as now.

I have been a volunteer cashier in the Carousel gift shop for a few years. It has been a fun and rewarding experience. Often a new dad comes in to purchase a gift for his newborn, a plush animal, a toy, and often the newborn’s first “Block M” tee shirt. Grandparents also are good customers and it is fun to see kids get a “I’m a big brother” or “big sister” tee shirt or button. Always some experience happens each shift that brings a smile on my trip home.

My time as a “friend” is not unlike that of many volunteers working in the shops or serving on the board—it’s been a truly a life-enriching experience.

Last spring we celebrated our 50th anniversary. This event gave us the opportunity to increase awareness about our three shops and, equally important, about how Friends provides financial grants in support of patient and family programs and departments throughout the Health System. Yearly, thousands of dollars are funneled to staff to enhance patient education and care.

So who can be a “Friend?” You can! Join our “be a friend campaign.” Volunteer in one of our shops. Shop! You will be making a difference with each purchase you make! Once you become involved, you will be glad you did!

Sincerely,

Dean E. Lidgard
Friends President

If you’ve bought anything from one of the three Friends Gift Shops, you’ve contributed to our patients and community.

What started in 1959 as a small sales counter in the former Main Hospital selling cards and sundries has blossomed into a vital organization that supports millions of dollars of Health System projects.

Former Board President Nancy Bates attributes Friends’ success to the commitment of its large cadre of volunteers—65 at present. “We couldn’t do it without them,” says Bates, who has volunteered for over 20 years.

Bonnie Wilkinson retired from a career as a corporate lawyer on a Friday in 2007, trained at the gift shop on Saturday, and started volunteering the following week. Wilkinson says, “I love being part of the positive energy and the helpful, great service attitude. You feel like you’re doing your part to help. It’s not a big time commitment, yet I get so much out of it.”

Christine Seifert, a junior majoring in nuclear engineering at the University of Michigan, started volunteering as a freshman. “I love Ann Arbor so much, I wanted to give something back.” Today, her four-hour weekly stint as a cashier gives her a chance to do just that. “Even a smile or a ‘how are you today?’ brightens someone’s day,” she says.

source: www.med.umich.edu/friends
Meet Our Volunteers… who help make our gifts possible!

In its legendary FIFTY-YEAR history, over 250 different volunteers have served the gift shops at the University of Michigan hospitals. Those men and women have given countless numbers of hours, days, weeks, months, and years of their time and energy to keep the shops running successfully. In the last 20 years, their combined efforts have made it possible for the Friends (who run the gift shops) to give millions of dollars to causes benefiting the hospitals, as well as patients and their families. Our Volunteers have ranged in age from 16 to 96, all serving with the understanding that their efforts were supporting the most noble of causes.

Anastasia Goffas (Ann) has been a volunteer for the past two and a half years. She primarily works as a cashier in the main gift shop. Ann was born in Greece. She and her husband came to Ann Arbor in 1972 for employment reasons and have since stayed. Prior to volunteering at the hospital, Ann worked for Estee Lauder in cosmetic promotions and volunteered in her children’s school. She is the mother of four children and grandmother of three. She is an active member of St. Nicholas Greek Orthodox Church. Her hobbies include exercising, reading, knitting, and crocheting.

Ruth Tolbert has been a volunteer for the past eight years. She currently works as a cashier in the main gift shop. Ruth served several years on the gift shop committee and on the Friends Board of Directors. She has a bachelor of arts degree from Alabama’s Tuskegee Institute. She prides herself on being a long-term military wife and mother of four sons. She and her family have lived abroad in Spain and Cuba. In the United States, she and her family moved numerous times to cities up and down the east coast—from Maine to Florida. She is the grandmother of nine grandchildren and also has one great-grandchild. She finally settled in Ann Arbor in 2001 to be close to one of her sons, who is the assistant strength training football coach at the University of Michigan. She is an avid reader. In addition to the gift shops she also volunteers at Arbor Hospice and her church.

Patty Kemper has been working in the main gift shop as a cashier for the past three years. In addition to being a current board member of Friends, she also is co-president of the gift shop committee. Patty was born and raised in Ann Arbor, graduating from Ann Arbor High School (now Pioneer). She has a bachelor of arts degree in education from Eastern Michigan University and a masters in curriculum instruction from the University of Michigan. Before retiring three years ago, she was an elementary school teacher for 35 years. (Beware all children… If you end up at her cash register she will quiz you on what the correct change should be!) She is the mother of three daughters and the proud grandmother of Nora. Her hobbies include reading, gardening, and golf.

Margaret Crandall has been a volunteer in the gift shops for the past 22 years. She became a volunteer at the gift shop upon the suggestion of several friends. She currently works as a cashier in the main shop. Arlene was born and raised in Ann Arbor and considers herself a true “townie.” Prior to volunteering, she was a long-time secretary for the non-profit, non-denominational Ecumenical Center, which is a liaison to the University of Michigan. She is a mother of four children, grandmother of four grandchildren, and great-grandmother of one. In addition to volunteering at the gift shop, she also volunteers at Motor Meals and serves on the board of the Michigan Chapter of the United Nations Association. Further, she is proud to be a long-term member of Church Women United of Ann Arbor, whose mission is to unite women of all denominations.

Bonnie Wilkinson has been a volunteer of the Friends gift shops for the past one and a half years. She currently works as a cashier and volunteer trainer, and serves on the gift shop committee. She came to be a volunteer upon retiring from her professional career as an attorney. Her numerous career positions included being a partner in a New York law firm, assistant director of a division of the Securities and Exchange Commission, and VP/corporate secretary of a Fortune 500 company. She received her undergraduate degree from Vassar College, her master’s degree from the University of Michigan, and her law degree from Fordham University. Bonnie decided to reside permanently in Ann Arbor after having lived here shortly in high school and during her graduate years at the University of Michigan. Her hobbies include reading, viewing movies, and attending sporting events. In addition to the gift shops, Bonnie also volunteers at the Humane Society of Huron Valley.

Margaret wanted to give back to the community and felt that volunteering at the Friends gift shops would be a great way to utilize her skills and expertise. She has done extensive travel domestically as well as in Asia, Canada, and Europe. Margaret has a bachelor of science degree from Western Michigan University. She is the mother of one son (and a fabulous daughter-in-law) and the proud grandmother of two. Her hobbies include spending time “up north” with family and friends, reading, puzzles, and sudoku.

Molly Friedrichs has been a volunteer of the Friends gift shops for the past eight years. She initially came to be a volunteer after responding to a news article about Friends. She has served as a cashier as well as being a past president and current board member of Friends. She initially came to Ann Arbor upon getting married. Prior to volunteering, she worked for the University of Michigan for 14 years as director of North Campus Commons (now Pierpont commons) for which she created the University Catering Service. Previous volunteer positions included serving on the board of the Arbor Symphony and Young People’s Theater. Molly is a graduate of Hillsdale College. She is the mother of three children. Her hobbies include gardening, reading, painting, shell collecting, and stone polishing. Her most interesting travels included riding an elephant in India, a camel in Egypt, and a donkey in Greece… she the elephant being her favorite!

Marcia Thompson has been a volunteer of Friends for the past 20 years. She came to be a volunteer when a friend of hers encouraged her to join. In the early 1970s she served on the Friends Board of Directors and started cashering in the main gift shop in the fall of 1997. She initially came to Ann Arbor because of her husband who was a University of Michigan medical student. Her “career” was raising four children. Further, for many years she enjoyed singing with the Ann Arbor Cantata Singers in addition to being active in University Reformed Church. Marcia graduated from Creston High School in Grand Rapids and received her bachelor of arts degree from Hope College in Holland. (There have been four generations of Hope College grads in her family!) She is the grandmother of five grandchildren. Outside of volunteering, she spent many years playing tennis. She currently enjoys reading and knitting—especially baby sweaters—which are sold in our gift shops. She has traveled extensively in the U.S. and internationally within Europe, Australia, and Asia while attending medical conferences with her husband.

Sharon Greenfield has been a volunteer of Friends for the past 22 years. She initially came to be a Friends volunteer by default. She had applied to be a liaison in the surgery waiting room at the University of Michigan and when told there were no openings, she was referred to the gift shop…where she’s been ever since! In addition to cashier, she currently is the “plush buyer” for all of those great stuffed animals. Sharon came to Ann Arbor when her husband took a job with the University of Michigan as a professor of surgery. Prior to the gift shop, Sharon was a medical secretary for many years as well as volunteering at an art museum. Sharon graduated from a two year secretarial school at Texas University. She has three grown children and eight grandchildren. Outside of volunteering she enjoys traveling to “dude ranches” where she enjoys the outdoors while riding horses. She also enjoys movies, dancing, reading, and photography. She feels fortunate to have traveled to “too many regions to tell” within the U.S. and abroad.
White Chili Recipe
submitted by volunteer Mendi Unruh

2 cups cooked chicken
½ cup chopped onion
1 t. cumin
1 T. hot sauce
½ t. garlic powder
2 cups half-and-half cream
3 T. butter
2 cups Monterey Jack cheese
2 chicken bullion cubes
14 oz. can green chilies
1 cup hot water
1 15 oz. can northern beans

Browned onion in butter.

Add chicken and garlic powder.

Dissolve bullion cubes in water and add to chicken mixture.

Simmer 5 minutes.

Add remaining ingredients, cook until heated through.

Optional: garnish as desired.

BON APPETIT!

News
Coming to the Main gift shop

Book signing by Author, Virginia Haroutunian, author of Orphan in the Sands “At the age of 7 Tourvanda ‘shut down’ her feelings to survive a desert march in the 1915 Armenian Genocide at the hands of the Ottoman Turks”. Orphan in the Sands is about the evolution from the depths of black despair to the liberation of the human spirit.

THE BOOK IS AVAILABLE FOR PURCHASE IN THE FRIENDS GIFT SHOPS.

SAVE THE DATE
Please Join the University of Michigan Friends Board Members and Gift Shop Volunteers for some Holiday Cheer!

Monday, December 14, 2009
2 pm – 4 pm
at University of Michigan
Towsley Center Lobby

RSVP regrets only by November 30, 2009:
Dean Lidgard
734-475-2249
Thank You Letters
from the University of Michigan programs that have benefited by Friends support!

Dear Friends,

On behalf of the families, volunteers, and Board of Directors here at The Ronald McDonald House of Ann Arbor, I extend our deepest appreciation for the recent foundation of $125,000 designated for the kitchen remodeling project here at the Ronald McDonald House. This gift will aid us in providing our unique service for the families of hospitalized children, and I can assure you that our more than 100 volunteers will make the best possible use of every dollar to assist the families who stay with us.

Since 1985 we have hosted nearly 14,000 families while their ill or injured children have received treatment here in Ann Arbor. These families are able to stay with us regardless of their ability to pay, and some must stay for extended periods of time, leaving family, friends, and work at home. It is the generosity of friends such as you that enables us to keep open our "Home Away from Home," and thus to help these families stay together.

Again, thank you for your generous support for and interest in the House and the children who benefit from our being here.

Cordially,
Joan A. Keiser,
President

Dear Friends,

On behalf of the Gifts of Art, I would like to thank you for your generous continuing support for Gifts of Art programming. We are extremely grateful for the four-year grant approved in April 2008. This memo is to request the transfer of funding for FY2010 of $50,000. That would be the second annual installment on the four-year grant awarded last year.

Thank you for helping sustain Gifts of Art, which allows us to bring the worlds of art and music to our patients, visitors, and staff. Your support has made so many wonderful things possible at U-M Hospitals. We have new ideas for the coming year, which I look forward to "unveiling" for the Friends board in the coming year.

With great appreciation,
Elaine Sims, Director

Dear Friends,

I am writing in sincere gratitude and appreciation for your recent approval to fund the purchase of 60 Wet-Stop3 bedwetting alarms for the wonderful patients in Behavioral and Developmental Pediatrics. I cannot express how thankful we are for your support, but I do hope you know that you are truly changing the lives of Medicaid families who are struggling to help their children overcome nocturnal enuresis, but lack the resources and financial ability to purchase this most effective treatment method. With your help, we can continue to support and empower families.

Thank you again!
Sincerely,
Jacinta Florek MPH, MSW

Dear Friends,

Twenty years ago marked the birth of Trails Edge Camp. The pioneering camp was a huge undertaking; after all, it was the first camp for ventilator-dependent children without their parents! Would it work, could we keep the kids safe? Would the 48 volunteers get burned out and never want to come back again? Would there be camper homesickness? It was thought to be a crazy idea, that kids were so medically fragile could be placed in a camp setting.

Well now we know that while we can never be casual about our campers, they can have the time of their life and be safe at camp all at the same time. Camp is something our campers and volunteers look forward to every year. I for one, can’t imagine the first week of June anywhere else!

So much to celebrate! Over the past 20 years we have provided hundreds of “firsts,” including taking kids to new heights in a hot air balloon, on an airplane, and into the trees! We have built a one-of-a-kind tree house and lifted campers 25 feet off the ground leaving their wheelchairs behind. While at camp we have inspired medical breakthroughs and participated in testing them. These include the first laptop ventilator, a silent suction machine, and a battery that powers wheelchairs, the ventilator, and suction machine all at once, for twice as long and is 1/3 the size!

In addition to celebrating on August 23, we had many to thank. Certainly, our two major sponsors: the Friends of the University of Michigan Hospitals and Health Centers, who have provided us with well over $400,000; and Zukey Lake Tavern, who through their annual golf outing, have provided us with over $500,000. In addition, there are hundreds of other contributors too numerous to mention.

With great appreciation,
Mary Buschell
Trails Edge Camp

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Again, thank you for your generous support for and interest in the House and the children who benefit from our being here.

Cordially,
Joan A. Keiser,
President

$9,079 DONATED!
In 2009 $528,042 was donated to University of Michigan sponsored programs

Learn about past projects that Friends supported.

www.umich.edu/friends

**Funding Update**

January 2009

- **Child and Family Life**
  Snoezelen multisensory environment
  $4,650

- **PM&R OT/TR**
  Cooking and baking items for the OT/TR kitchen
  $1,000

- **UM Depression Center**
  Newsletter, educational materials, patient tool kit
  $186,957

April 2009

- **5 West Mott Stickers**
  $269

- **5 West Mott**
  Infant and child needs
  $1,600

- **Child Behavioral Health**
  35 Wet-Stop3 wearable bedwetting alarms and batteries
  $2,150

- **Trails Edge Camp**
  2009 ventilator-dependent children camping program
  $30,000

- **Geriatrics Silver Club Programs**
  Continued programs
  $13,150

- **Family Resource Center**
  Continued funding for FRC, supplies, equipment, movable furniture, program development, education materials, and sibling program
  $60,000

- **Ronald McDonald House**
  Renovation and remodel the old kitchen and furnishings
  $125,000

- **Survival Flight Bears**
  Teddy bears
  $13,500

July 2009

- **Pediatrics-Pediatric Multi-specialty Clinic**
  Hands-on number puzzle, traffic memory, giggle mirror replacement
  $1,327

- **Physical Medicine & Rehabilitation**
  Five subscriptions of Exceptional Parent magazine
  $684

- **PEAC**
  Support fiscal materials for patient education
  $45,000

- **Child and Family Life**
  Arts and craft supplies, books, toys, games, medical educational items, distraction items, items for special events, camera supplies, musical instruments, and batteries
  $35,000

- **Holden NICU**
  Production of an activity book for siblings of infants born in the newborn intensive care
  $1,662

October 2009

- **Occupational Therapy, PMR**
  Adjustable under desk keyboard tray, ergo keyboards, angle keys, mouse alternative and Dragon Naturally Speaking software
  $1,033

- **6 Mott**
  Rolling storage (4), table fan (4), highchairs (3), soother (4)
  $720

- **CVC S**
  Patient recliners, refrigerator, TV w/DVD/TV cart
  $3,564

- **Child & Adolescent Psychiatry 6CAP**
  Weighted blankets, therapy balls, and body sock
  $773

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**Sean’s Story:**

**My Life Torn Apart by Firesetting**

**Juvenile Arson DVD (Funded by Friends)**

Straight Talk, In An Instant, and Sean’s Story were made possible through the kindness and generosity of Friends.

Juvenile firesetting behavior is often ignored or minimized by modern society. However, each year juvenile firesetting accounts for a significant number of injuries and property damage. According to a 2009 report by the National Fire Protection Association, children playing with fire (intentional firesetting was not included) were responsible for an estimated 14,500 structure fires, 130 civilian deaths, 810 civilian injuries, and $328 million in direct damage in the U.S. When intentional juvenile firesetting (i.e. juvenile arson) is added to the data, the resultant numbers are staggering. Juveniles (youths less than 18 years old) have continued to account for approximately half of all arson arrests in the U.S. for the last decade. No other FBI index crime has so high a rate of juvenile involvement. Arson is classified as a felony. Firesetting youth do not comprehend the myriad of sobering and unremitting long-term consequences associated with committing such a serious crime.

Juvenile firesetters have diverse motives, including curiosity and experimentation, anger and cries for help, negative peer pressure leading to juvenile delinquency, or presence of multiple emotional disturbances. Therefore, as our understanding has grown regarding the many different circumstances that can lead to firesetting, it is apparent that intervention must be multi-faceted in approach in order to successfully eradicate dangerous firesetting behaviors.

To meet these needs, the University of Michigan Trauma Burn Center (TBC) created the Straight Talk program in 1999. Straight Talk is a family-oriented intervention program targeting youth ages 8-17 who exhibit high-risk behavior associated with fire play/setting or juvenile arson. Firefighters, arson police, social workers, occupational therapist, injury prevention nurse, lab personnel, and burn survivors are utilized to discuss medical, social, legal, and financial consequences associated with firesetting. This comprehensive curriculum involves participation by both parent and child, and emphasizes accountability and responsibility. Principles of Cognitive Behavioral Therapy (CBT) and Motivational Interviewing (MI) are incorporated throughout the program. Families are provided with interactive education and techniques necessary to promote a safe home environment and prevent fire-related injuries. Straight Talk is widely endorsed by juvenile courts, police departments, schools, public health agencies, Michigan Arson Prevention Committee, youth assistance, hospitals, and other community agencies. Straight Talk is proven as a highly effective juvenile firesetter intervention program, demonstrating a 0.8% recidivism rate, as compared to a 36% recidivism rate in juvenile firesetters who did not attend the program.

In order to better understand the devastating effects of experiencing a burn injury, In An Instant was developed as an outgrowth of Straight Talk. This video shares the journey of youth and their families during burn treatment and recovery. An accompanying teaching guide enables community educators to lead discussion on methods to prevent burn injuries. This effective prevention documentary has won three international awards: 2002 CINE Golden Eagle Award, 2003 New York Film Festival Finalist; and 2004 International Medical Media Award. More than 1,100 copies of the DVD and teaching guide have been distributed throughout the United States and the world.

In many cases, providing youth and their parents with fire and burn injury prevention education will curtail future firesetting behaviors. However in some youth, mental health issues must also be recognized and addressed before the child is able to make good decisions. In addition, some youth do not feel empathy for burn-injured people, and require additional motivation to stop their firesetting behavior. While there are many resources available on fire and burn injury prevention education, a visual tool describing the social, financial, future, career, and legal consequences of firesetting did not previously exist.

In order to expand the reach of our juvenile firesetting intervention efforts and save youth from destroying their future, the TBC developed a juvenile arson DVD: Sean’s Story: My Life Torn Apart by Firesetting. Sean, a convicted juvenile arsonist, shares his story so youth/parents can witness firsthand the life-long negative consequences on reputation, education, career, family relationships, finances, time, or injury to self/others. Experts from law enforcement, juvenile court, and injury prevention augment Sean’s narration by providing insight into factors juvenile firesetters and their parents typically do not consider. Youth who misuse fire can be helped by early intervention. Troubled youth have a choice to change behavior. Sean’s Story is a poignant film that explicitly demonstrates the long-term consequences that can occur if juvenile firesetting behavior is left untreated.

The video is being distributed nationwide in both DVD and podcast format, in order to make this important intervention tool widely available and accessible to fire departments, police departments, schools, social service agencies, juvenile courts, hospitals, and the American Burn Association. An accompanying teaching guide is being developed to enable community educators to lead discussion on methods to halt firesetting behaviors.

Sean’s Story is currently being utilized by National Fire Academy instructors in the Juvenile Firesetter Intervention Specialist (JFIS) I & II training. We have been solicited to have Sean's Story formally included in the JFIS certification program during a pending curriculum revision.

Thank you, Friends for your on-going support of the Trauma Burn Center’s outreach and injury prevention intervention programs! You enable us to make a difference in the lives of children and families in our community and beyond.

Karla S. Klaas, BSN, RN, CCRP
Here Injury Prevention Education Specialist University of Michigan Trauma Burn Center
Executive Officers of the University of Michigan Health System
Ora Hirsch Pescovitz, Executive Vice President for Medical Affairs
James O. Woolliscroft, Dean Medical School
Douglas Strong, Chief Executive Officer Hospitals and Health Centers
Kathleen Potempa, Dean School of Nursing

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If you would like more information
734-615-6147
www.med.umich.edu/friends