July 2018

Teamworks, September 22, 1998

Aurora Health Care

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For the residents of the Vent Center at Hartford Memorial Hospital, assisted breathing is a way of life. And life is meant to be lived.

"The Vent Center's staff is dedicated to helping our ventilator-dependent residents live lives of quality," says Jill Becker, RN, clinical coordinator. "We strive to give the residents more than a place to survive; we want them to have a home."

Opened in 1990, the center is designed to serve 14 residents and currently 12 residents live at the center.

Residents are ventilator-dependent because of various conditions that have left them unable to breathe on their own.

"Our residents are adults, 18 or older, who are medically stable and alert," Jill explains. "We want our residents to have the ability to benefit from our program. Our focus is on the whole person. All of the residents are able to speak because of special valves in their ventilators. All are wheelchair-bound, and many can't use either their arms or their legs."

Adaptive equipment helps residents enjoy life:

"sip and puff" mouth-controlled wheelchairs offer freedom of movement; mouth-controlled page-turners make reading more enjoyable; mouth-stick painting

Our United Way campaign also includes a drawing for two pairs of tickets to a future Packers game, airline tickets and other prizes.
Sinai Samaritan Medical Center’s Golden Moment recipients in May were Rosa Deleon, housekeeping; Cathy Jo Grant, rehabilitation services; Morgan Paige and Debora Peoples, both admitting.

In June the Golden Moment recipients were Natalie Giedt, loss prevention officer; Beverly Gradisher, admitting clerk; Tom Janus, maintenance supervisor; Ana Mejias, medical secretary; and Gladys Smith, advanced patient care assistant. Sinai Samaritan’s Golden Moment award recognizes outstanding service.

(Pictured in a past issue of Teamworks were Rosa Deleon, Beverly Gradisher, Cathy Jo Grant, Natalie Giedt and Gladys Smith.)

Vent Center continued from page 1

allows for creative expression; and computers with mouth-stick controls open onto the world.

The Vent Center’s staff is a team of professionals from a number of disciplines, including nursing, respiratory therapy, occupational therapy and social work. The staff cares for the residents’ medical needs and uses activities to meet their physical goals. For example, mouth painting is creative and it strengthens head and neck muscles.

Trips outside the hospital include visits to downtown Hartford, Pike Lake State Park, the Milwaukee County Zoo, worship services, sporting events, parks and concerts. “Going on a field trip with oxygen and ventilators takes a lot of preparation,” Jill says. “We need suction kits, connective tubing and syringes. We need to check wheelchair batteries. Planning is everything.”

Training for the center’s staff includes a written test and demonstrated proficiency in a three-page list of skills, including emergency procedures. The staff’s skill level is evidenced by an extremely low infection rate. (Ventilator-dependent patients are at very high risk for infections.)

The nurses who work in the Vent Center must have a solid ability to assess their patients’ physical condition. The patients, who are already compromised, decline rapidly if they have any additional kind of illness. The nursing staff must also be current on their acute care skills and have a solid knowledge base of the respiratory system and mechanical ventilators. Vent Center nurses handle all routine respiratory treatments and difficulties.

“Dealing with psychosocial issues consumes much of the Vent Center nursing staff’s time. Many residents have unresolved grief and adjustment to illness issues. The nursing staff’s relationships with residents’ family members is also essential to providing excellent care,” Jill explains.

The average length of stay at the Vent Center is more than four years. The longest a patient has lived there is eight years. The age range is 34 to the mid-80s.

David Chen, MD, an internal medicine specialist, is medical director of Hartford Memorial Hospital’s Vent Center.
1999 benefits enrollment

Benefits enrollment is right around the corner, and Aurora needs your help to get it off to a great start. The enrollment period begins on Oct. 26 and ends on Nov. 6. In 1999, benefits will be offered to eligible employees regularly assigned to a minimum of 40 hours per pay period.

Please make sure Human Resources has your current address so you receive your enrollment packet on time. To make address changes, you may obtain a Personnel Information Form, generally called a “PIF,” from your site human resources department. Make address changes no later than Oct. 2.

You will receive an abundance of benefits information to help you understand what’s changing in your coverage for 1999 so you can make your benefits decisions. As you make your 1999 benefits decisions, be sure to review the following:

- **Your Current Coverage** — Think about your benefits needs and how they may have changed over the past year. Then, consider any changes you may want to make to your current coverage.

- **Your Dependent Coverage** — You are responsible for enrolling only eligible dependents in the Aurora plans. If you have enrolled an ineligible dependent, such as a married child or a child over the age limit of 19 (25 if a full-time student), and Aurora learns the dependent is not eligible, you may be required to repay any applicable costs that were incurred for that dependent. If you don’t notify Aurora that a dependent has become ineligible, the dependent could lose his or her ability to continue coverage under COBRA.

- **Your AuroraFlex Deduction Decisions** — Be sure to estimate your cost for eligible out-of-pocket health and dental care and dependent care expenses for 1999 to determine the appropriate deduction amount for you. Because you must forfeit any unused account balance for AuroraFlex, you may want to make a conservative estimate in this area.

Please make every effort to read all upcoming issues of Teamworks and the material in the enrollment packet you will receive in October. By doing so, you will help maximize your benefits knowledge, which will help you in making your choices.

Welcome new employees

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<tr>
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<th>Title</th>
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<tr>
<td>Adelaida Arroyo</td>
<td>Patient Access Assistant</td>
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<td>Debbie Banker</td>
<td>Information Services</td>
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<td>Jill Barbian</td>
<td>Business Office</td>
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<td>Shannon Carey, RRT</td>
<td>Respiratory Care Services</td>
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<td>Zoraïda Cordova</td>
<td>Rehabilitation Services</td>
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<td>Kathy Crosbie</td>
<td>Registered Nurse, Surgery</td>
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<td>Annette Fortier</td>
<td>Registered Nurse</td>
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<tr>
<td>Tracy Frahman</td>
<td>Transporter Aide, Surgery</td>
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<td>Linda Galarza</td>
<td>Environmental Assistant I</td>
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<tr>
<td>Debbie Heller</td>
<td>Linen Services</td>
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<tr>
<td>Joan Keller, RTR</td>
<td>Radiologic Technologist</td>
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<tr>
<td>Danielle Lanese</td>
<td>Registered Nurse, Surgery</td>
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<tr>
<td>Tina Liebzeit, RRT</td>
<td>Respiratory Care Services</td>
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<td>Erin Mollet</td>
<td>Registered Nurse</td>
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<tr>
<td>Courtney Opper</td>
<td>Pharmacy Tech I</td>
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<td>Jessie Ott</td>
<td>Clinical Information Services</td>
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<td>Kristine Owen</td>
<td>Employment Representative</td>
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<td>Cindy Raether</td>
<td>Clinical Information Services</td>
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<td>Barbara Shelton</td>
<td>Registered Nurse</td>
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<td>Suzanne Shoemaker</td>
<td>Business Office</td>
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<td>Kurt Stuart</td>
<td>Information Services</td>
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<tr>
<td>Pamela Topczewski</td>
<td>Health Unit Coordinator</td>
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<td>Jerry Trimark</td>
<td>Information Services</td>
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<tr>
<td>Beth Turay</td>
<td>Physical Therapist Aide</td>
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<td>Linda Wall</td>
<td>Payroll</td>
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<td>Melvin Williams</td>
<td>Information Services</td>
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<tr>
<td>Ruby Williams</td>
<td>Mental Health Tech</td>
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<td>Amy Yung</td>
<td>Registered Nurse</td>
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<tr>
<td>Debra Zachman</td>
<td>Registered Nurse</td>
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<tr>
<td>Teresa Zicarelli</td>
<td>Patient Access Specialist</td>
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New Name Badges

All Aurora employees in the Metro Region will receive new name badges with photo identification in upcoming months. The goal of this project is to standardize the information found on employees’ name tags and to improve service to our customers. The new name badges will become operational in January. Supervisors and managers will be providing details.
Patient Companions to mark first year of service

Patient Companions at St. Luke's Medical Center have been a welcome addition to the staff for nearly a year. Their primary duty is to help keep patients safe, while allowing medical personnel who have more advanced training to concentrate on their primary patient care duties. Dennice Bonds-Montgomery, RN, patient care manager on 4KLM said, “It’s been almost a year since we initiated the Patient Companion position, and it has been well received by staff, patients and family members at St. Luke’s. Family members seem to especially appreciate that their loved one is receiving extra care and personalized attention.”

Patient Companions are assigned to stay with selected pre-op and post-op patients who need extra supervision and assistance. They provide only non-medical care. Dennice added, “After surgery some of our patients are quite confused and disoriented, usually because of a combination of the anesthetic and pain medication that they have been given. They may try to get out of bed without help or start pulling out tubes and drains. St. Luke’s is a restraint-free environment and it’s important that we find innovative ways to keep our patients safe. Patient Companions are helping us do so. We also use security cameras for certain patients that are monitored at the nurses’ station.”

Some of the duties of a Patient Companion include:

- Assists with feeding the patient, as directed.
- Helps reposition a patient in bed. Patient Companions have been trained in body mechanics and proper lifting.
- Helps patients walk to the bathroom.
- Reads to patients.

“The people selected to fill this important position must be extremely responsible, very focused on safety and possess a helpful, willing attitude,” Dennice said. “The job is not as easy as it may sound.”

The Patient Companion position at St. Luke’s was developed as a pilot project, but it is now a permanent position with a formal job description. As an added benefit to the organization, a number of the Patient Companions have decided to pursue more advanced careers after being introduced to the medical field as Patient Companions.

Volunteers have busy summer

The volunteers from St. Luke’s Medical Center have been busy during this past summer. In addition to helping out on a regular basis at the medical center, some of the volunteers also helped out at Senior Celebration, held Sept. 4 at the Milwaukee County Zoo. At Senior Celebration they welcomed those attending the event and handed out bags at the entrance, assisted with traffic control, provided cleanup assistance at the bingo tent, helped with the door prize drawings and staffed a volunteer recruitment booth. About 20 volunteers donated their time at this community event.

Other off-site activities that St. Luke’s volunteers were involved in this summer included working at the Aurora booth at the grand opening of the Midwest Express Center and helping out at the Muskego Family Festival.

Smoking Update

Employees are reminded that smoking is not allowed in the medical center and is allowed only in designated areas outside of the medical center.

News about employees

Diane Rohloff, RN, was recently certified as an exercise specialist by the American College of Sports Medicine. Diana is clinical coordinator of pulmonary rehabilitation at St. Luke’s Medical Center.

Kathy Wicker, RTT, has been asked to speak at a national meeting of the American Society of Therapeutic Radiation Oncology. The topic of her presentation will be “Multi-Leaf.”

Please send us your news

We want to recognize the accomplishments of the St. Luke’s Medical Center employees in this newsletter. Please share news about professional accomplishments (graduations, honors, certifications earned, seminars attended, presentations given in the community, etc.) Information may be submitted to Kathy Muszynski by phone (920) 803-9595, fax (920) 803-9596, or preferably by e-mail (muszyn@execpc.com). The deadline for the next insert is Friday, Sept. 25. Please include the name of a person to contact for more information.

Hall Closure

The Diagnostic and Treatment Center at St. Luke’s Medical Center will be participating in live transmissions of gastrointestinal procedures to the Auditorium on Oct. 3, 1998. During these live transmissions, the second-floor hallway between the Center and the Schroeder elevators will be closed from 8:30 a.m. to 4 p.m. Employees are asked to use the first floor during this time.
Metro Region marks National Rehab Week

The Metro Region Physical Medicine and Rehabilitation department celebrated National Rehab Week, Sept. 13 to 19. This year's theme was "Rehab: the power to live life to its fullest.

As part of the celebration, Metro PM&R recognized all physical and occupational therapists, speech and language pathologists, rehab aides, athletic trainers, rehab nurses and techs, recreational therapists, social workers, psychologists, nutritionists and all other health professionals who work with rehabilitation patients.

Traveling displays about rehabilitation were shown at the five Metro hospitals during the week. In addition, outpatient sites, including physicians' offices, displayed materials promoting rehabilitation as an effective recovery treatment.

Six rehab professionals from Metro PM&R were selected by their co-workers as representatives for the week. To be nominated, the person making the nomination had to clearly identify, through examples, how the nominee fit the theme of giving people the power to live life to its fullest. More than 60 nominations were received, and Lisa Just, director of rehabilitation services, selected the representatives.

The representatives are Deb Cira, speech pathologist, Sinai Samaritan Medical Center; Tony Crisostomo, occupational therapist, St. Luke's Medical Center; Joan Maciejewski, rehab aide, St. Luke's Medical Center; Tern Pawlak, certified rehabilitation registered nurse, Sinai Samaritan Medical Center; Daryl Schmidt, physical therapist, Sports Medicine Institute (Brookfield); and Jean Weymer, exercise specialist, Hartford Memorial Hospital.

Rehab facts

Nearly 50 million Americans are disabled. Disability does not discriminate — every person is at risk of disability. Everyone is a potential candidate for rehabilitation.

• Rehab improves lives and saves money. A dollar spent on rehab, saves an estimated $11 in long-term disability costs.
• Rehab is an important part of health care and a tremendous part of providing patients with good outcomes.
• Rehabilitation is organized to fit the person, so every patient progresses at his or her own pace.
• Rehab can lengthen life, improve the quality of life and help keep people from getting sick again.
• Independence regained through rehab is priceless.

About Rehab at Aurora

Aurora Health Care is a market leader in rehabilitation in the Metro Region. Aurora has more than 22 outpatient rehab and sports medicine sites and provides rehabilitation and athletic training services to more than 15 schools, associations and professional teams. We have two inpatient sites with more than 75 beds, and we employ a rehab staff of more than 600. Aurora treats more than 50,000 patients a year with a variety of diagnoses ranging from stroke to orthopedic conditions and neurological illnesses.
South Shore names Big Storm recipients

St. Luke's South Shore Big Storm Award recipients for August were (from left): Craig Naumann, plant operations; Lori Magestro, RN, 3MESG; and Greg Miller, plant operations. Not pictured is Kim Harvey, RN, 3MESG. The St. Luke's South Shore Big Storm Award recognizes exceptional service.

Cancer phone bank offers Personal Game Plan

More than 700 callers requested the Personal Game Plan for fighting cancer during a series of phone banks Aurora sponsored last month in conjunction with WTMJ-TV (Channel 4). Offered during the TV station’s early evening news from 4 to 6:30 p.m., the phone banks were staffed by cancer care experts from the Vince Lombardi Cancer Clinic. Each evening, a news story discussed a cancer topic including breast cancer, colon cancer, gynecological cancer and prostate cancer. Callers were invited to call in to ask questions about cancer and to request the Personal Game Plan.

The Personal Game Plan is developed for each person based on his or her responses to questions that ask about lifestyle, current physical condition and other factors, including family history.

Employees may request the Personal Game Plan by calling the Vince Lombardi Cancer Hotline at (414) 649-7200 or toll-free at (800) 252-2990.

Service hours expanded

Customer service hours for both hospital billing and physician billing have recently been expanded to 7 a.m. to 8 p.m. Monday through Friday and 8 a.m. to noon Saturday.

Aurora customer service representatives are available during those hours to answer patients’ questions about the bills they have received for services at St. Luke’s and Sinai Samaritan Medical Centers, Milwaukee Psychiatric Hospital, Hartford Memorial Hospital, the AMG clinics and Aurora Health Centers and Lakeshore clinics.

The representatives also work with attorneys, doctors, insurance companies, government agencies, clinic and hospital staff to resolve billing issues. There are 25 customer service representatives, working three different shifts, to cover the 69 service hours each week. They are available by telephone only. The customer service representatives work at the Forest Home Center in Milwaukee.

The Hospital Billing Customer Service telephone number is (414) 647-3147 or (800) 958-6202. The Physician Billing Customer Service telephone number is (414) 647-3466 or (800) 720-7588.
Family Service of Milwaukee has day at the fair

"Family Service of Milwaukee was given a wonderful opportunity to staff a booth at the Wisconsin State Fair this year," says Carroll Delaney, FSM’s communications coordinator. Northwestern Mutual Life Insurance Co. donated its booth in the south exhibit hall for use by United Way agencies, and Aug. 10 was “Family Service Day.” FSM employees created an interactive project for children that featured a four-by-eight-foot felt mural depicting “A Family Day at the Fair.” Children were provided with materials to create and decorate their own characters to populate the scene. The finished mural is on display in the children’s playroom at FSM’s Child Welfare office, 2819 W. Highland Blvd.

Family Service created a lot of visibility and good will that day thanks to NML, United Way and enthusiastic fairgoers, according to Carroll.

Joining Aurora in 1995, Family Service is a social service agency designed to support families with various services including parenting education, elder care, budget counseling and family counseling.

National Depression Screening Day, Oct. 8

Nearly one out of three people will experience major depression at some time in life. Unlike normal “ups and downs,” the symptoms of depression persist and interfere with our work, our relationships and our enjoyment of life. Depression is extremely treatable, and recognizing it and seeking help are the first steps toward recovery.

As part of National Depression Screening Day on Oct. 8, Aurora Behavioral Health Services will offer free screenings at locations throughout the area. An educational presentation will be followed by an individual, confidential screening by mental health professionals. Registration is not necessary; call 1-800-647-6529 for information.

Free depression screenings are offered at the following times and locations:

- **11:30 a.m. to 1:30 p.m.**
  - St. Luke’s South Shore Auditorium
  - 5900 S. Lake Dr., Cudahy

- **3 p.m.**
  - Milwaukee Psychiatric Hospital
  - Waukesha Counseling Center
  - Hwy. 164 and I-94, Waukesha

- **6 p.m.**
  - St. Luke’s Medical Center
  - Stiemke Auditorium
  - 2900 W. Oklahoma Ave., Milwaukee

- **7 p.m.**
  - Milwaukee Psychiatric Hospital
  - New Berlin Counseling Center
  - 14555 W. National Ave., Milwaukee

- **10 a.m. to noon**
  - Visiting Nurse Association of Wisconsin
  - 11333 W. National Ave., West Allis
About 440 employees and family members attended an employee open house Aug. 27 at Sinai Samaritan Medical Center. For employees, it was an opportunity to take their families on a self-guided tour of the new building. Dr. A-Roar-A was on hand with coloring books, and posed with nearly 100 children (of all ages) for photos. Ice cream treats were served and everyone seemed to enjoy themselves.
Endocrine Diabetes Center
Open House for Medical Staff and Employees
St. Luke's Medical Center
Physician Office Building, Suite 230
2801 W. Kinnickinnic River Parkway
2 to 5 p.m. Thursday, Sept. 24
Tour the new center, enjoy snacks and beverages.

October is
National Breast Cancer Awareness Month
Early diagnosis improves the success of breast cancer treatments. Regular mammograms are recommended for women beginning at age 35 to 40, then every two years until age 50. After age 50, annual mammograms are recommended.

For a list of mammography sites in Aurora's Metro Region, check the fall 1998 issue of Regarding Health, which arrived in your mailbox early in September.

November 1998 Nursing Education Classes
The classes listed here are free to Aurora employees unless a fee is indicated in the course or class description. Courses or classes may be canceled if the minimum registrations are not received. Preregistration is required for every class and course. For information or to register, call nursing education, (414) 647-6370, or fax the registration to nursing education, (414) 647-4878, or e-mail on CC Mail to nsg_ed or on the internet to nsg_ed@aurora.org.

3 Cardiac Transplant Overview, 8 a.m. to 4 p.m., Aurora Conference Center.
5 Dual Chamber Pacing Concepts, 8 a.m. to noon, Aurora Conference Center.
6 Safe At Home II, 7:30 a.m. to 12:30 p.m., Aurora Conference Center. This program is designed for those who have attended the initial Safe At Home I full day program. To register, call (414) 647-3347.
11 Basic ECG Interpretation Course begins, 8 a.m. to 4:30 p.m., Aurora Conference Center.
12 Leadership Skills for Clinical Practice, 8 a.m. to 4:30 p.m., Aurora Conference Center. Content geared to nurses with 3-9 months of experience. Includes Shared Governance, QA&I, time management, delegation, conflict resolution, clinical decision making.
14 Concepts of Psychosocial Nursing, 7:30 a.m. to 4 p.m., SLMC.
13 9th Annual Orthopaedic Nurses’ Day Fall Symposium & Women's Health: A Lifetime Of Health Care Challenges, 7:45 a.m. to 4 p.m., Aurora Conference Center, $20 fee to Aurora affiliate employees. For more information, call Sue Truchan, (414) 647-3597. To register, call Peggy Wipplinger, (414) 647-3347.
16 Critical Care Module - Hemodynamic Monitoring, 8 a.m. to 4:30 p.m., Aurora Conference Center.
17 Critical Care Module - Cardiovascular, 8 a.m. to 4:30 p.m., Aurora Conference Center.
19 Basic Physical Assessment Review, 7:30 a.m. to 4:30 p.m., Aurora Conference Center.

Hall Closure
8:30 a.m. to 4 p.m. Oct. 3
The second-floor hallway between the Center and Schroeder elevators will be closed during this period because the Diagnostic and Treatment Center is participating in live transmissions of GI procedures. Please use the first floor. Thanks for your cooperation.

School of Diagnostic Ultrasound
Program in Echocardiography
A 35-week formal instructional program in echocardiography will be offered at St. Luke's Medical Center. The prerequisites include educational minimums and 100 recent, documentable hours of patient care experience. For information, call the department of radiology at St. Luke's, (414) 649-6689.
Replacements for broken or deteriorated service excellence recognition pins are now available. To replace your Golden Sneaker pin, see Alice Witz, SLMC administration. To replace your Big Storm pin, go to SLSS administration. Questions may be addressed to Allen Stasiewski, (414) 649-6067.

Be an Aurora Walker!
Aurora Health Care is sponsoring a team of walkers in the Juvenile Diabetes Foundation Walk to Cure Diabetes on Sunday, Sept. 27, at the Milwaukee County Zoo. For more information and registration forms, call Cathy Kinnick, (414) 219-7273 or Jodi Moris, (414) 647-3010.

Aurora Health Care is the “Power Sponsor” of Memory Walk 1998, a benefit for the Alzheimer’s Association. The three-mile walk will begin at 2 p.m. Saturday, Oct. 10, at Mount Mary College, 2900 N. Menomonee River Parkway. Call (414) 479-8800 or visit the Web site at www.thebubbrler.com/memwalk.

Aurora Behavioral Health Services

September & October Community Programs

- Sept. 28 Is the Stress of Modern Life Giving You the Blues?
- Sept. 29 The Art of Relaxation
- Oct. 1 The Road to Financial Fitness
- Oct. 7 Diagnosis and Management of Anxiety Disorders
- Oct. 8 National Depression Screening Day (see site listing, page 5)
- Oct. 12 Who's in Control at Your House — You or Your Kids?
- Oct. 15 Finding Meaning in a Plus-Size Body
  These evening programs are offered in Glendale, Franklin and Wauwatosa. To register, call the toll-free 24-hour registration line, (888) 771-ABHS (2247). All Aurora Behavioral Health Services (ABHS) programs are free.

Free Asthma Forum
Central Middle School
1100 Cedar Street, Hartford

Sept. 29, 7-8:30 p.m.
“What is asthma?”

Oct. 6, 7-8:30 p.m.
“Managing your asthma: exercise concerns, environmental impact, nutrition and medications”

For information, call Graceanne Forsyth, Hartford Memorial Hospital, (414) 670-7633; to register, call the American Lung Association of Wisconsin, (800) 586-4872.

West Allis Memorial

About service
Bev Hochtritt, manager-support operations/technical services, West Allis Memorial Hospital, offers one of her favorite quotes: “Fabled service consists of ordinary people doing ordinary things in extraordinary ways.”

The quote is attributed to Bets Sanders, from her book, “Fabled Service: Ordinary acts, extraordinary outcomes.”

Volunteers Needed to Help Children and Families
Children’s Service Society of Wisconsin needs volunteer respite care providers for special needs children (physically handicapped, developmentally delayed, emotionally disturbed or children from families under stress). Respite care is the temporary care of a special needs child so that parents or foster parents get a needed break. For information, call (414) 453-1400.

Donate blood, 2 to 6 p.m. the first Tuesday of each month. Call (800) 243-5124 for an appointment.

Sinai Samaritan Medical Center, 945 N. 12th St., Milwaukee, will hold a community open house from 1 to 4:30 p.m. on Sunday, Sept. 27. The dedication ceremony will be held at 3 p.m.

Sinai Samaritan

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