



July August 2016  
Vol. XLIV, No.4

## Drama— in a fun way! Volunteer Spotlight



Patty Dotts has been a member of Greater Cleveland Volunteers for 24 years logging 6,000+ hours.

She explains that simply, “I volunteer because it gives me pleasure. I’m retired and now have the luxury of doing just what I want to do and volunteering is something I enjoy.”



Patty fills her days with a variety of volunteer assignments with Greater Cleveland Volunteers and area nonprofit partner agencies. She welcomed the opportunity to volunteer specifically for Greater Cleveland Volunteers as an integral member of the annual volunteer recognition; serving as chair for three years and a member of the annual benefit committee.

*Patty (right) and Paula rehearsing for their next performance. The Players troupe (left).*



Having the desire for variety of volunteer experiences she has served as an usher at Playhouse Square since 2003. The theatre bug must have bitten her because in 2004 she joined Players, a theatre troupe created and managed by Greater Cleveland Volunteers.

“Patty has been a reliable member. She attends rehearsals, gives it her all at performances and enjoys the interactions the group has with each other and the audiences.” Sue Smith, Players coordinator commented.

Patty does set-aside time for her children and grandchildren and enjoys those activities. We’re sure she’s setting a great example of community service and giving to others. Thank you Patty for your continued volunteer services in Cuyahoga County. Have an interest in finding our more about The Players? Contact Sue at 216-391-9500 x 120 or [ssmith@greaterclevelandvolunteers.org](mailto:ssmith@greaterclevelandvolunteers.org).



## WELCOME SUMMER INTERN

We welcome our intern Stephanie Molnar. Stephanie, a graduate of Kent State University, is in the Cleveland State University graduate program in Public Administration and part of the Cleveland Foundation summer intern program. She brings a varied background of experiences in teaching and having completed two terms of service with the literacy-based AmeriCorps program.

Stephanie will assist with our Encore volunteer recruitment and community outreach strategies and execution. If you are at a community event, stop by our tent. You might meet Stephanie, or a member of our Ambassador Corps or our staff.

## Summer In CLE! Joy Banish, Executive Director

Cleveland has certainly been the center of attention this summer – so many good things are happening in our city!

This is the busiest time of year for Greater Cleveland Volunteers with many of our volunteers serving at one-time (Team) events, recruiting new volunteers for our partner agencies and our My Mentor My Friend and AARP Foundation Experience Corps mentoring and tutoring programs.

Our staff and volunteer “ambassadors” are attending many community events to recruit volunteers this summer and our “Refer a Friend” program is continuing. You will hear ads on local TV and radio stations too.

You can stay updated on the latest news and volunteer opportunities through our website ([greaterclevelandvolunteers.org](http://greaterclevelandvolunteers.org)) Facebook page and Twitter (@CLEvolunteers) posts.

Please help spread the word about volunteering – how enjoyable it is, and how volunteers are making a difference in our community.

## We're Connected Needs Cleveland

Welcome to partner agency Needs Cleveland. Located on Lorain Avenue in Cleveland, they are a donation center that provides clothing, household items and more to those in need. They have established no income or residency requirements and shopping is based on the number of people in the household. All items collected for Needs Cleveland goes directly to people in the community who need them -- at no charge! They opened a soup kitchen on Wednesdays which adds to providing critical needs to the community.

They seek volunteers in various capacities. From sorting, bagging and conducting inventory on clothing and household items to the help in the soup kitchen with food prepping, cooking and serving.

Contact Jan for details 216-391-9500 x 124 or [jvectirelis@greaterclevelandvolunteers.org](mailto:jvectirelis@greaterclevelandvolunteers.org)

## Working with Youth Tutoring and Mentoring

If you want to see youth succeed in school consider volunteering in the AARP Foundation Experience Corps literacy tutoring program and/or the My Mentor My Friend lunchtime mentoring program.

**AARP Foundation Experience Corps** is a proven national program with volunteers who are dedicated to helping children in grades K-3 become great readers before finishing third grade.



This program is for adults age 50+, who possesses a high school diploma or GED, agrees to take and passes a criminal background check and can volunteer at least 4-6 hours per week.

Contact Ross Jones at 216-391-9500 x 119 or

[rjones@greaterclevelandvolunteers.org](mailto:rjones@greaterclevelandvolunteers.org)

*Betsey, tutor, uses books, worksheets and handouts while working with students*

**My Mentor My Friend** is a lunchtime mentoring program with 4th-8th grade students. Adults are matched with students to share lunchtime by talking, doing puzzles, making crafts, playing board games or exploring a new skill or hobby. The mentors, age 18+, visit their assigned school once or twice a week, depending on their schedule. Contact Carol Hasek at 216-391-9500 x 125 or [chasek@greaterclevelandvolunteers.org](mailto:chasek@greaterclevelandvolunteers.org)



*A puzzle passes the time with mentor, Darlene and her mentee during their lunches together.*

## Spotlight on a partner agency



*The hospital volunteers were known as “Bluebirds” because of the color of their uniforms.*

*Photo courtesy of University Hospitals*

### **University Hospitals’ Humble Beginnings 150 Years of Caring for Our Community**

In 1866 civic leaders and parishioners of the First Presbyterian Church (Old Stone Church) believed city residents needed access to medical care. Addressing this civic need, they built a hospital that was housed in a small frame dwelling on Cleveland’s Wilson Street, naming it Wilson Street Hospital. Its mission was simple: to provide care and medical treatment for sick and disabled people. From these humble beginnings came one of America’s pre-eminent health system – University Hospitals.

In 1920 the hospital established the Volunteer Services Department to formally engage members of the community to help in achieving its mission. 96 years strong, the Volunteer Services Department oversees 1,800 volunteers annually at its University Circle campus.

During its first 150 years, UH has become globally recognized for providing the highest-quality care, pioneering novel treatments and clinical research discoveries, and training the next generation of health care professionals. While its medical advancements touch lives worldwide, UH remains true to its roots as Northeast Ohio’s community health care provider.

Today volunteers assist in meeting the non-medical needs of their patients and their families in over 100 different roles. They volunteer as child life activity Volunteers with their smallest patients in Rainbow Babies & Children’s Hospital, in their gift shop as customer assistants, as patient escorts helping the patients find their way in the medical center, as volunteer health coaches and they volunteer with their dogs as animal assisted activity volunteers.

There’s a variety of opportunities, schedules and skill-sets needed. To find out volunteer opportunities and details call 216-391-9500.

### **Help us keep current files**

If you have changed your contact information including; address, email, phone numbers, please contact our office. Keeping our files up-to-date ensures that you will receive our communications and agency updates.

Give us a call at 216-391-9500 or email to [contact@greaterclevelandvolunteers.org](mailto:contact@greaterclevelandvolunteers.org)

### **Dining to Donate**

You can help our agency by dining out on Thursday, August 18th at the Applebee’s Brooklyn location by taking the enclosed insert. You are permitted to make copies and give to your family and friends in advance. We appreciate your support.



## Volunteers Are Appreciated

We welcome feedback from our volunteers, clients, partner agencies and others for the services they provide in the community all year.

We're pleased to share the following poem submitted by Norma, a Meals On Wheels recipient from the Shaker Heights/Beachwood area in her annual survey.

Thank you Norma for your truly heartfelt words and to the volunteers that dedicate time to prepare and deliver meals to the homebound in Cuyahoga County. We have many opportunities for volunteers to prepare, serve, distribute and deliver food through Meals On Wheels, permanent and mobile food pantries and kitchens. Call us to find out details at 216-391-9500.

### MEALS ON WHEELS

A room is black.  
Curtains are drawn,  
For certain now the self-imposed darkness  
Will not be disturbed.

Softly a timid rap upon the door.  
"Meals on Wheels".  
Spoken almost as a question.  
A smiling face stands there, behind.  
"Hi. Hope you're feeling OK today.  
Careful, the meal is super hot.  
The plastic bag has sweets inside.  
Have a good day and, see you tomorrow."

The door is shut.  
All curtains are opened.  
In more ways than one  
Nutritional values had made its daily visit.  
Thank you Meals on Wheels.

## Continuing to Create Connections

### How you can help

As we move beyond the half way point of year, it is appropriate to stop and reflect on the many good things that have already happened. We are especially grateful for our volunteers, partner agencies and supporters who give so much of their time, talent, and treasures. Seeing the many volunteers working throughout the community throughout the year – at food pantries, schools, cultural events and elsewhere is tremendously inspiring.

We recognize the overwhelming service you have collectively provided but there is one other way to help. In making the leap into the second half of 2016, would you consider giving a gift this year so that we can serve even more volunteers, families and residents?

In this edition of the newsletter we have enclosed an envelope for your convenience. Please complete and send it back with your check made payable to **Greater Cleveland Volunteers** or you can give securely with your credit card via PayPal on our website, [greaterclevelandvolunteers.org/support/index.php](http://greaterclevelandvolunteers.org/support/index.php).

You can contact Dwayne Jones, Development Director at 216-391-9500 x 113  
[djones@greaterclevelandvolunteers.org](mailto:djones@greaterclevelandvolunteers.org)

## **DONATIONS and CONTRIBUTIONS**

We acknowledge and thank all of our donors that provided a gift to our agency from January 1 to June 30, 2016.

### **General Donations**

AARP Foundation  
Alpha Delta Kappa, Ohio Alpha Nu  
American Cancer Society  
Donald Arthur  
Thomas & Laura Barnard  
Bedford Senior Citizens  
Benjamin Rose Institute on Aging  
Brook Park Senior Club  
Anthony Capasso  
Helen Carbon  
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The Centers for Dialysis Care  
Church of the Saviour-Kingsley Class  
Cleveland Playhouse  
Cleveland Botanical Garden  
Cleveland Hearing & Speech Center  
Cleveland Kids' Book Bank  
Cleveland Teachers Union  
The Cleveland Foundation  
Sue Corbin  
Cuyahoga County Board Of Developmental Disabilities  
Darlene Johnson-Cargill  
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Holiday Inn-Cleveland South  
Hospice of the Western Reserve  
Joan Ibbett  
International Women's Air & Space Museum

Sherian James  
Gerald "Jerry" Jarzabek (The BCJC Group)  
Frances Johnson  
Joyful Noise Music School  
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The Stocker Foundation  
University Hospitals  
Visiting Nurse Association Of Ohio  
Westown Development Corp  
Western Reserve Area Agency on Aging  
Western Reserve Historical Society  
Don Wirtz

### **In Kind Donations**

American Cancer Society  
Cleveland Botanical Garden  
Sue Corbin  
Cuyahoga County Board Of Developmental Disabilities  
GROW Foundation  
Half Price Books  
Holiday Inn-Cleveland South  
Joan Ibbett  
International Women's Air & Space Museum  
Dianna M. Kall  
Calvin Leonard  
The Lubrizol Corporation  
McGregor Home  
John Reynolds  
Visiting Nurse Association Of Ohio  
Western Reserve Historical Society

## Ask a Friend to Volunteer

### The one-on-one connection

You ask a friend to lunch or to go to the movies, why not ask them to join you in your volunteer endeavors? Research shows that asking a friend is the number one way nonprofits get new volunteers. Now how you would go about asking?

**Make a list of friends who you think would make good volunteers.** Look for friends who share the qualities that make a good volunteer. For instance, if you are an AARP Foundation Experience Corps tutor, think of your friends that are good with children and love reading. Ask them to join you in “changing kids’ lives.”

**Understand that there will be “no’s” when you ask.** That just goes with the territory. If a friend says, “Not right now because I’m watching my grandchildren until my daughter finds another sitter,” then follow up with that friend in a few weeks.

**Try not to show your disappointment if your friend says “no”.**

**Expect your friend to say “yes”.**

#### How to ask your friend:

Start with your normal small talk about their lives

Transition by saying something like: “I want to talk to you about something important.

You know, I volunteer every week at \_\_\_\_\_ and I help them by \_\_\_\_\_.

Would you consider joining me?”

If your friend shows interest but doesn’t like the position you are offering, make sure they know that there are hundreds of other positions available with over 100 nonprofits in Cuyahoga County. In addition, there are done-in-a-day events offered year round.

Did you know that Greater Cleveland Volunteers enters you into a drawing each quarter you refer a friend? You may be rewarded with \$25 cash just for referring a friend. The Refer A Friend form is on the back of the Volunteer Opportunities insert in this newsletter. We look forward to your submission.



Featuring our AARP Foundation Experience Corps volunteers at their end of the year meeting. Kevin (left). Above (L-R) Patrick, Elva, Margaret and Larry.

## Satisfaction Survey results

Earlier in 2016, our annual satisfaction surveys were sent out to over 1000 volunteers and 91 partner agencies. Thank you to the 141 volunteers and 22 partner agencies who completed them.

### Some of the key findings include:

- ◆ 97% of volunteers and partner agencies were satisfied with the services provided by Greater Cleveland Volunteers. ALL of the volunteers who attended either or both of the Volunteer Recognition events and New Volunteer Orientations were satisfied.
- ◆ For those individuals, who were not actively serving in 2015, 92% of them were still satisfied with the services provided to them by our staff.
- ◆ 99% of volunteers also stated they were satisfied with the referrals they received for volunteer opportunities from our staff.
- ◆ 98% of volunteers stated they are satisfied with the bi-monthly newsletter.
- ◆ Mirroring the trends in volunteer engagement, volunteers stated they would be more satisfied with volunteer opportunities that were on weekends (15%), evenings (13%), not physically demanding (26%) and events (45%).
- ◆ Response demographics included: 42% age 70+, 38% ages 55-69. 49% of responders have been with Greater Cleveland Volunteers for 5+ years.
- ◆ Partner agencies (the nonprofits that we partner with to promote their volunteer needs) have a satisfaction level of over 90% for the referrals and volunteer services provided by our staff. Nearly all of them believe that the serves provided by Greater Cleveland Volunteers have a positive impact on their agency and helps them better serve their agency's mission.
- ◆ Although we try to connect individuals with volunteer opportunities, we know that sometimes it does not happen. Of those who did not serve hours in 2015, but we attempted to refer to one or more opportunities, more than 70% stated receiving a referral within one week of contacting our agency.

### **The impact that volunteering has on the volunteers, the agencies and the community are our TRIPLE WIN! We love to hear these stories...please contact our office if you would like to share yours!**

- ◆ "As a tutor for the last 3 years with the AARP Experience Corps program, I have had the opportunity to impact youngsters and instill a lifetime of continued learning."
- ◆ "It is rewarding to see the progress a student makes from the beginning of the year until the end. When you see the student in school the following year, they will come up and hug you and tell you all about how they are doing. They are so eager to share their achievements with you. What could be better than that?!"
- ◆ "I helped at a seminar for the blind at the library and I learned so much in a single day about the blind and services available to them. I was totally impressed with their confidence and independence. No more self pity permitted!"
- ◆ "While delivering to a client for Meals on Wheels, I detected an odor of gas, alerted the client, who found a burner on but unlit."



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Greater Cleveland Volunteers is funded in part by the Corporation for National and Community Service, the U.S. Department of Justice, the State of Ohio and United Way. Greater Cleveland Volunteers gratefully acknowledges the support of the Cleveland Clinic and RICOH for printing this newsletter.

## SAVE THE DATE



**Friday, October 21, 2016  
6:30 to 10:00 p.m.**

Acacia Reservation Banquet Center  
26899 Cedar Road  
Lyndhurst, OH 44122

Our annual benefit will feature appetizers, dinner,  
the popular silent auction, a photo booth and  
presentations of the  
*David F. Leahy for Volunteer Excellence and Community Partner Awards.*

Event details at  
[greaterclevelandvolunteers.org/supportus](http://greaterclevelandvolunteers.org/supportus)