

Our Amazing Volunteers

2024 at a glance

2024 Service Milestones

Pins awarded Volunteer Appreciation Week, 2025

3500+

Martha Skinner*

2500+

Suzanne Blankenberg*
Mary Duffy*

2000+

Grace Child
Dave Beatt*

1500+

Brenda Jarmuzek*
Jim Kirchner
Judy Pfannenstein
Linda Wilkens

1000+

Ellen Barnett
Vicki Cohrs
Jan Disch*
Grace Ehlers
Deb Hiestand*
Sharon Kirchner
Jillian Lee*
Sharon Lossing
John Moose*
Nancy Rodgers
Karen Ryan
Pat Shatava

500+

Kaye Bergstrom
Marilyn Cupka*
Jagriti Dave
Laverne Ficek*
Patty Gilmore
Donna Hirschman*
Mary Holen*
Bonnie Laumb
Deb Moorse
Lissa Pelzer
Dcn. Paul Ravnikar
Ann Schlangen
Elaine Stindt
Linda Stull
Mary Jo Vokal
Curt Wilson

100+

Abdullah Ahsan
Isabelle Alvares
Aleeza Amin
Shawn Anto
Jasleen Bains*
Patricia Barr*
Lisa Bartsch
Ameya Bhaskar*
Dana Bork*
Joan Bowman
Francis Brager

Dianne Buehner
Cindy Burlet*
Saanvi Byrapuneni*
Anurag Challagundla
Muntaka Chowdhury*
Kathy Cross*
Mary Ellen Dalman*
Chloe Davis*
Shritha Devaraju*
Tera Elias*
Dorothy Ellis*
Miriam Faruque*
Erin Gaines*
Keerthana Ganesha Murthy
Terri Grant*
Johannes Grosen*
Jessica Ha*
Surya Hariharan
Nancy Holladay
Syona Huang*
Kayli Huber
Aubrey Hurda*
Ashfaq Hussain
Sara Ismail
Abhinav Kamatgi
Sara Khan
Zunairah Khan*
Snigdha

Kothareddy
Rhea Krishnan*
Suhani Lal
Nancy Larson*
Dawn Lavigne
Lisa Lilleodden
Christie Lindemann
Tue Di Ly*
Susan Mahle*
Rachel Kurian Manavalan*
Kelli Martens*
Jill Masterson
Nayan Menon*
Joy Murphy
Olivia Nagel*
Hasini Nallavelli*
Yoojin Nam*
Raina Nehreen*
June Nelson*
Emily Nguyen*
Sarah Nurani
Rebecca Nuss
Maureen Ochsner
Shivani Patel
Shripad Patil*
Cathy Peters
Joyce Potter*
Celeste Pryde*
Lois Picco

Sahasra Pydimarri
Dennis Quinn
Anesha Rahman
Judy Randall
Hailey Rankin
Ruby Revier*
Mary Ann Rick
Ella Rolfs
Beth Rosby*
Ann Salo
Charise Schutz
Suhani Shah*
Lori Shannon*
Raaga Sirna
Shalini Sree
Gail Stein*
Erin Strommen
Aysa Tarana
Adithi Varathan
Rebecca Wehrung
Deb Wessel
Lynn Wontorcik
Safiya Zainab*

*Denotes reaching this milestone for the first time.

Who Are Our Volunteers?

- Female: 82%
- Male: 17%
- Other/Declined: 1%
- Oldest: 90
- Youngest: 14
- Ethnicity: 56% White, 24% Asian, 19% Other or Declined, 1% Black or African American

Contribution and Value of Time

- **22,858.29** total hours of service.
- Volunteer hours are valued at **\$829,984.50** of in-kind contribution for 2024. (Independent Sector values volunteer time at \$36.31 per hour, for Minnesota, as of April 2024).
- The Knitting Grandma and Friends group dedicated an estimated **14,436** hours to creating 3,609 handmade hats, with each hat taking approximately four hours to complete.

2024 In Numbers

- **343** applications were submitted and reviewed.
- **106** new volunteers completed the onboarding process.
- **414** people volunteered for Maple Grove Hospital at some point in 2024.
- July had the highest volume of new volunteers (**24**) and August had the most service hours (**2,204.43**).

Just a few ways MGH Volunteers shared how they provided “unmatched customer service” in their words:

“I volunteer in the gift shop. I got a call from a person looking for a specific gift for someone in the hospital. We did not have the item. I spent about 10 minutes helping them remotely through the shop to find something that they were very happy with.”

“As I was walking down a hall, I encountered a couple with limited English, was able to determine where they wanted to be and was able to take them to their destination.”

“When finished with my shift and heading to the cafeteria, I noticed a woman frantically looking around with a walker looking for the nearest elevator, so I assisted her by helping her find the elevator and walking her to where she was heading out.”

“I was working in ECC and helped a patient find the cafeteria. I rode in the elevator with him and walked him there and even made sure he knew how to use the kiosk.”

“One of my walkout patients only spoke Spanish. I am currently learning Spanish in school, so I was able to use that to give them a happy send off!”

“When I worked in the Emergency Department, a patient left their room to walk into the hallway that I was working in. He was confused and wanted assistance. I calmly helped him find his room and alerted the nurse to his needs. Another visitor noticed my work and applauded me for my assistance.”

Noteworthy in 2024

- Knitting Grandmas and Friends made 3,609 hats, totaling 66,147 since the hospital opened!
- Gayle Stegeman Scholarship awarded to Lexi Henke.
- Volunteer immunization and health screening updates now require all new volunteers to provide documentation of Tdap vaccination and Tuberculosis screening (TSpot).
- To enhance communication and support between staff and volunteers, Food Services volunteers now complete a mandatory list of tasks, including checking in with staff at the start and end of each shift.
- Nurse Server and Linen Replenishment roles were combined into one. All assigned volunteers were cross trained to support the work of Environmental Services and Materials Management.
- Onboarding and offboarding process for both Robbinsdale & Maple Grove Hospitals are streamlined for all applicants.
- Gift Shop expands its hours to include Saturdays & Sundays, thanks to Junior volunteer support. The first time weekends have had open hours since 2020.