



**Public Service Announcement**

**March 1, 2021**

**Contact: Audrey Nordine, Black Hills Program Coordinator**

**Contact Number: Dial 211 or (605) 274-1429**

**For Immediate Release**

**Helpline Center & Black Hills Urgent Care name  
March 2021 Volunteer of the Month**



***Pictured left to right: Melanie Barclay of Make-A-Wish South Dakota, Audrey Nordine of Helpline Center, Dawn Rix Volunteer of the Month, and Kathy Minnick of Black Hills Urgent Care & Surgical Hospital***

RAPID CITY - The Helpline Center and Black Hills Urgent Care are pleased to announce that Dawn Rix has been named the March 2021 Volunteer of the Month. Dawn was nominated by Make-A-Wish South Dakota.

The Volunteer of the Month program is sponsored by the Helpline Center and Black Hills Urgent Care, a division of Black Hills Surgical Hospital. Volunteer of the Month

recognizes outstanding individuals who make the community stronger through volunteerism.

Dawn is a wish granting volunteer for Make-A-Wish South Dakota. She meets the families and referred wish kids who have critical illnesses and helps the child determine their one true heartfelt wish. Once a wish is determined, she helps to keep the child focused on their wish by providing wish enhancements and when the wish is approved, plan and give the child a memorable wish reveal with family and/or friends. When it is time for the wish to be granted, she will greet the child at the airport, decorate their hotel room, or help facilitate a wish day party.

A wish that Dawn helped with was a child of a close family friend of hers who was battling Acute Lymphoid Leukemia. Although it was difficult for her to see her friend(s) suffering, she remained extremely professional, but more importantly, she was empathetic, caring, compassionate and went above and beyond to bring a smile to their face.

When it came down to changing their wish due to being in hospice, Dawn communicated well with the family to make sure Make A Wish had covered every detail so that their backyard makeover wish would be exactly the way they envisioned it. Dawn remained a support to the family through their loss and saw the wish through completion, giving as much extra time and input as she could.

Helpline Center and Black Hills Urgent Care presented Dawn with a Volunteer of the Month certificate, a letter from Mayor Allender, and gifts from Black Hills Urgent Care and Surgical Hospital.

For information on volunteer opportunities, please call the Helpline Center at 211 or visit [volunteer.helplinecenter.org](http://volunteer.helplinecenter.org)