



**L to R: Susie Ryks, Helpline Center; Joan Olson, November Volunteer of the Month; Helen Block, Avera@Home Hospice; Ethan Moxnes, MetaBank.**

## **November Volunteer of the Month**

The Helpline Center congratulates Joan Olson on being named the November 2018 Volunteer of the Month, an area-wide award program sponsored by the Helpline Center and MetaBank.

Joan has provided a friendly and welcoming face to visitors and guests at the Dougherty House front desk for many years. She bakes cookies that fill the house with a scent of home. She waters plants and does whatever needs to be done. Most of all, she single-handedly has taken on the role of assembling admission binders for all new hospice patients. There are many required inserts for the binders, as evidenced by the many piles of paperwork on Joan's desk, when she is putting together binders. Having someone who will take responsibility for this needed task on a regular basis is so helpful to all hospice staff. Joan's warm presence and needed assistance mean so much to all of us.

Joan has volunteered over 1,250 hours and in October, she reached her 10-year anniversary as a hospice volunteer. Joan faithfully volunteers once a week and is an inspiration in many ways, including how she balances so many roles in her life and handles challenges with grace and determination.

One of Joan's colleagues shared, "Some people are so consistent and reliable and dependable that they become a quiet presence in your midst. When they have to be gone, you realize just how much they do and how needed they are. Joan is that kind of regular volunteer that you know you can depend on and you just look forward to the day that she volunteers...because she is a joy to be around. Thank you for being a wonderful mentor to all of us Joan, we love you at Dougherty!"

The Helpline Center and MetaBank are pleased to present Joan with a framed certificate, a gift from MetaBank, and a letter of appreciation from Mayor Paul TenHaken. We will honor her again at the Spirit of Volunteerism Awards Luncheon on May 9, 2019.