



Volunteer Services

Volunteers are vital to our mission of improving the health and well-being of our patients, families, and community.

Our volunteers enhance the patient and family experience by helping thousands of people across Park Nicollet clinics, specialty centers, and Methodist Hospital.



Zakiyyah Maalimdahir,
youth volunteer

As part of Park Nicollet Foundation, **Volunteer Services** provides opportunities for a diverse force of individuals to put their skills to work by giving back to the community.

90,838

hours of support by **687 volunteers** providing service, compassion, and personal touch to enhance the patient experience

\$2.96M

value of support provided by volunteers

Earl Dresser Volunteer of the Year Award Suzanne Herberg

For 18 years, Suzanne Herberg has been the smiling presence visitors see as they enter the Park Nicollet Clinic and Specialty Center in St. Louis Park. Suzanne is a volunteer concierge who has staffed the front desks and helped out in other parts of the clinic.

Suzanne's commitment to creating a warm welcome while helping people get all the information they need is why she is the recipient of Park Nicollet Foundation's Earl Dresser Volunteer of the Year Award.

Each year staff and volunteers are invited to nominate an outstanding volunteer for the Earl Dresser Volunteer of the Year Award. The award honors a volunteer who greatly affects our mission of improving health and well-being in partnership with our members, patients, and community; someone who goes well beyond the call of duty to help patients, families, or staff in our organization; a volunteer who demonstrates and lives our values of compassion, excellence, and integrity. Suzanne certainly embodies those qualities.

"I just do what I'm here to do and try to do it in as friendly a way as possible," Suzanne says. "It's nice to know someone thinks I'm deserving of such great recognition."

Suzanne trains new volunteers and has created tools to help them learn all about the clinic. She'll even arrange lunches for all the concierges—who work different shifts—so they can get to know each other. She's adept at handling pretty much any question, making her invaluable to both visitors and clinic staff who need information.



L to R: Camille Nash, Park Nicollet Foundation Volunteer Program Manager; Suzanne Herberg, Volunteer of the Year Award recipient; Hayley Mueller, Park Nicollet Foundation Executive Director

632 hours of love and comfort provided by **17 Caring Canine teams** to Methodist Hospital and Park Nicollet Clinic patients and staff



Caring Canine program

2,522 hours of compassionate support provided by **52 Methodist Hospital Hospice volunteers** to hospice patients across our community, in their homes or at residential care facilities

4,565 hours of support provided by **16 concierge volunteers** offering warm welcomes and patient support at Park Nicollet clinics and specialty centers

9,509 hours of support
by **324 department aides**
provided at Methodist Hospital
and Park Nicollet Clinics

4,582 hours of support
by **28 volunteers** provided to
Frauenshuh Cancer Center patients
and their families

6,914 hours of support
by **9 music therapy volunteers**
provided holistic healing to ease
patients' anxiety and symptoms

2,275
hours of support by
32 volunteers in service to
patients, families and staff
in the Emergency Center at
Methodist Hospital

1,934
volunteer hours contributed
by volunteers serving
patients, families and staff
at four TRIA locations

Dedicated, compassionate, and kind



Larry Amdahl exemplifies the spirit of volunteerism at Park Nicollet. Dedicated, compassionate, and kind, he brightens every shift with a smile. After successfully overcoming non-Hodgkin lymphoma, Larry chose to give back, volunteering twice a week at the Frauenshuh Cancer Center and the Methodist Hospital physical therapy gym. By the end of

2024, he had contributed over 6,500 hours of service. Patients and staff deeply appreciate Larry's presence. Julia Sands, his supervisor, shared, "Larry is always kind, friendly, and ready to help. He makes our day run more smoothly and offers a welcoming, encouraging presence." For Larry, the reward of volunteering grows with time. His philosophy? Stay active, keep giving, and enjoy life.



Community partnership: Sun Ruiz



In 2024, Volunteer Services continued a new partnership with WIC to include Sun Ruiz-Yang. Nicknamed "Sunshine" for her

warmth and friendliness, Sun supports parents as they learn about the benefits of breastfeeding in prenatal lactation education and with ongoing support in the Lactation Café.

New parents at Methodist Hospital receive the encouragement and support needed to successfully breast feed their babies creating a positive impact on their lives.

Lactation clinics

952 hours of support by
12 volunteers supporting lactation staff as parents continued to ask questions, and to connect with other new parents at Park Nicollet Lactation Cafés at Methodist Hospital and clinics.

Crafting comfort items

8,115
handcrafted comfort items
provided care and comfort
to patients and families.
109 volunteers handcrafted
hats, quilts, bags, blankets,
and other items



Doula support

317
hours of support by
13 doulas provided at
Methodist Hospital and
four Park Nicollet specially
centers and clinics

Birth Center tours

840
expectant parents
participated in Birth
Center tours provided
by **6 volunteers** giving
100 hours of service

To learn more about the impact of your support, visit: parknicollet.com/impact