



COVID-19 VACCINATIONS DESK

HOPE

2021

Jan Thiborge

# Door Screener

**Story by: Leah Gietman**  
**Mayo Clinic Health System**

*It was July of 2020, and I had turned to online school, I hadn't worked in months, and I hadn't interacted with anyone besides my family in months. My mom came to me with a job position: "Facilities Access Navigation Specialist," which meant I would screen patients at the Mayo Clinic doors. Going into this job, I knew it would be a fantastic opportunity to create connections with the Mayo Clinic community.*

*I started on July 13, 2020. I remember going in thinking that we would just ask our questions about COVID and move on. I assumed that every interaction would be the same and each patient the same, but I was pleasantly surprised on my first day.*

*Throughout my seven months at Mayo Clinic, I have had so many uplifting encounters. I've solved problems I never thought I could, I've learned a whole huge hospital to navigate people around, and I've spoken to countless diverse personalities—each one leaving their own impact on me.*

*It's hard to pinpoint the exact moment that it all came into focus for me, the fact that this past year gave me more than it took. I think it has really come to a head since I had the pleasure of working at the COVID-19 vaccine clinic. The patients at the vaccine clinic are an absolute joy. They listen to my questions thoroughly and give me nothing but their respect. My first week at the vaccine clinic, we had some extra vaccines to go around. A woman came in and asked if I could check to see if she could get her vaccine with her husband. I went to the Schedulers, and they were able to get her in. As I walked her to the room to check in, she was so grateful and even teared up, saying that she was so excited to just live her life, which in turn, made me tear up. This small task that she asked me to do for her changed her whole day and maybe beyond!*

*The coronavirus is something that will go down in history and will be an important part of everyone's personal history. This virus has led to financial hardships, sadness and uncertainty, but it has also proved us to be a community of resilient and hardworking individuals. To simply see a smile on someone's face that wasn't there before and change someone's day is the greatest, fulfilling feeling to have in a job.*

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**Artist Janice Theberge**  
**Boyceville, WI**

Janice Theberge has lived, raised a family and worked in Dunn County since 1979. She earned her undergraduate degree in Art Education and graduate degree in Education, both from UW-Stout. Janice is a former art educator who worked in private-public schools and university settings. Most recently Janice worked with the Dunn County Historical Society as Volunteer Coordinator and Exhibit Artist. She was inspired to participate in the Healing Reflections project after a friend brought it to her attention.

*My interpretation of the story is that of a young adult saying yes to a job that turned out to be gratifying when she experienced firsthand the profound joy one receives when a vaccination is available. The three faces represent the worker at center, the older adult as vaccine recipient to the right and a younger student still waiting with hope.*

*The French symbol—Fleur (flower) de (of) lis (lily)—is stamped above the year 2021. It has symbolized many things through the years and has long been seen as a good luck charm, something soldiers took strength from before a battle. As such, it has also come to represent hope. In this painting the symbol represents the vaccine as our hope and weapon against the COVID-19 virus.*

**View all the pieces in the *Healing Reflections* [online gallery](#).**