Your Vote is Your Voice

Be Heard!

The last page of this Hummingbird is your Election Ballot. Please be sure to vote. I feel in any election, if you don’t vote you have no right to complain.

~~Jim Lemon, Auxiliary President

For President

Jim Lemon
I believe in what I’m doing and whom I am doing it for

Lou Emmert
A new face in the race... Lou will work for YOU!

For 1st Vice President

Shelly Morjoseph
Putting the FUN in FUNdraising

Carol Hughes
The ONE to get the job done!

For Secretary

Rita Montroy
Dedication, Passion, and Experience

Cindy Williams
She has the WRITE stuff

CHECK OUT WHAT'S IN THIS ISSUE ...
Page 1 - YourVoice
Page 2 - President's Message
Page 3 - "In Service" Schedule & ATM Dates & Aidet
Page 4 - Foundation News
Page 5 - Our Friends
Page 6 - Ye Olde Thrift Shoppe and KUDOS
Page 7 - Patient Survey & Rounding
Page 8 - Step-by-Step & Volunteer Nominating
Page 9-11 About our Candidates
Page 12 - Voting Ballot

FULL ROSTER

PRESIDENT
Lou Emmert
Jim Lemon

1ST VICE PRESIDENT
Carol Hughes
Shelly Morjoseph

2ND VICE PRESIDENT
Jeannie Rogale

SECRETARY
Rita Montroy
Cindy Williams

PARLIAMENTARIAN
George Councilman

HISTORIAN
Jan Kumpan
MESSAGE FROM OUR PRESIDENT

Happy New Year

It is hard to believe that another year has come and gone. We went through quite a lot during this past year and have more exciting things to come in 2016. I hope everyone had a good Holiday Season and ready for more new experiences this year.

More Volunteering Opportunities

The opening of the new ED, Surgery, Infusion, Pre Op and Piano Lounge added a lot more volunteering opportunities for us. I really appreciate everyone’s patience throughout all the changes. We have even more to come. Soon the “In House Rehabilitation Center” will open. Yet to start, but in the near future, is a complete remodel of the Gift Gallery, Café and Main Lobby. On the books to start in the future is a new Cardiac Cath Lab and a Patient Observation wing. These will be near the new 2nd floor Lobby/Piano Lounge.

Thank you for the Decorating!

Billie Smith and her crew did a great job in decorating the Hospital for us. We received lots of compliments about them. I want to thank everyone who pitched in and helped in putting them up and taking them down. It is always quite a project.

See’s Candy Sales

Shelly Morjoseph was in charge of the See’s Candy Sale Fundraiser again this year. The Sales were the best we have had yet. Thanks Shelly and all that helped him to make this another very good money maker for our Auxiliary Foundation.

The Gala is Coming!

The Gala is our next big extra project. It is not only a fun night, it is a very good money maker for our Auxiliary Foundation to help support the Hospital. This will be held February 13, 2016. Please sign up to help out. We need about 100 volunteers and we also need someone to handle being in charge of various portions of the Gala. Chris Miller is the Chairman of the volunteers for this event. Her information is elsewhere in this issue. You can also sign up at the “Sign In Kiosk”.

“In Service” Meetings

Don’t forget that your annual “In Service” meetings are listed for February on page 3. You are required to have an annual update of procedures in your department. This is also a very good time to meet other volunteers that work in your department but not on your day or shift. Please make every effort to attend your assigned meeting so you will be in compliance. We planned these well in advance so you could mark them on your calendar to keep that date open.

Naturally, I hope I have served you well enough to deserve your vote, but whatever your choice, PLEASE VOTE.

--- Jim Lemon, Auxiliary President
Acknowledges the Patient and/or Visitor:

- Follow the 10 – 5 rule: at 10 feet smile and acknowledge and at 5 feet speak.
- Smile, make eye contact and greet them in a pleasant manner. If they look confused or they are looking for something, ask if there is anything you can do for them.
- Anytime you see someone looking for a sign that means they are probably looking for something and could use some help.
- NEVER ask “How Do You Feel”, you know they are sick or nervous because they are in the hospital.

Introduce Yourself

- Depending on the situation and the place you are in ... State your name and your role at TVRH.
- Highlight skills and expertise of self and other healthcare team members.

Duration

- Depending on the situation and the place you are in ...Give the Patient/Visitor a time expectation, even if it is just a time for your return. Keep patient/visitor informed as to the amount of time a procedure or process will take.
- If you don’t know the procedure/process time see if you can find out. Never guess, ask someone in the know.
- If there is a wait time give them the time expectation of that wait.

Explanation

- Depending on the situation and place you are in ... Keep patient/visitor informed by explaining process & procedures.
- Assist patient/visitor to have a clear expectation of what will be occurring.
- Get correct information from the proper person.

Thank You

- Thank the patient/visitor for choosing TVRH.
- Express appreciation that they have chosen TVRH as their healthcare facility.
- Ask if there is anything else you can do for the patient/visitor before ending the interaction.

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IN-SERVICE MEETINGS 2016
Find your time and mark your calendar!!

<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Department</th>
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<tbody>
<tr>
<td>Classroom 1 at the east campus 2nd floor</td>
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<tr>
<td>2/8/2016</td>
<td>10:00 a.m.</td>
<td>12:00 p.m.</td>
<td>Outside Transportation</td>
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<tr>
<td>2/8/2016</td>
<td>12:00 p.m.</td>
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<td>Outside Transportation</td>
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<tr>
<td>2/8/2016</td>
<td>2:00 p.m.</td>
<td>4:00 p.m.</td>
<td>Ye Olde Thrift Shoppe</td>
</tr>
<tr>
<td>2/9/2016</td>
<td>8:00 a.m.</td>
<td>10:00 a.m.</td>
<td>Front Desk / Exp Admit</td>
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<tr>
<td>2/9/2016</td>
<td>10:00 a.m.</td>
<td>12:00 p.m.</td>
<td>Patient Care</td>
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<tr>
<td>2/9/2016</td>
<td>2:00 p.m.</td>
<td>4:00 p.m.</td>
<td>Surgical Waiting Room</td>
</tr>
<tr>
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<td>12:00 p.m.</td>
<td>Musicians</td>
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<tr>
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<td>2:00 p.m.</td>
<td>4:00 p.m.</td>
<td>Patient Care</td>
</tr>
<tr>
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<td>10:00 a.m.</td>
<td>12:00 p.m.</td>
<td>Front Desk / Exp Admit</td>
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<tr>
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<td>12:00 p.m.</td>
<td>2:00 p.m.</td>
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<td>12:00 p.m.</td>
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<tr>
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<td>12:00 p.m.</td>
<td>2:00 p.m.</td>
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<tr>
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<td>2:00 p.m.</td>
<td>4:00 p.m.</td>
<td>ICU Waiting</td>
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<tr>
<td>2/17/2016</td>
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<td>10:00 a.m.</td>
<td>Ye Olde Thrift Shoppe</td>
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<tr>
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<td>2:00 p.m.</td>
<td>Ye Olde Thrift Shoppe</td>
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Classroom 2 at the east campus 2nd floor

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<tbody>
<tr>
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<td>11:00 a.m.</td>
<td>Cardiac / Rehab</td>
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<td>12:30 p.m.</td>
<td>Cath Lab</td>
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<td>2:30 p.m.</td>
<td>4:00 p.m.</td>
<td>ICU / IMCU</td>
</tr>
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<td>2/9/2016</td>
<td>8:00 a.m.</td>
<td>9:30 a.m.</td>
<td>Café</td>
</tr>
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<td>2/9/2016</td>
<td>9:30 a.m.</td>
<td>11:00 a.m.</td>
<td>East Campus Front Desk</td>
</tr>
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<td>2/9/2016</td>
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<td>12:30 p.m.</td>
<td>Dietary</td>
</tr>
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<td>2/10/2016</td>
<td>11:00 a.m.</td>
<td>12:30 p.m.</td>
<td>Hosp. Amb.</td>
</tr>
<tr>
<td>2/10/2016</td>
<td>1:00 p.m.</td>
<td>2:30 p.m.</td>
<td>ER Amb.</td>
</tr>
<tr>
<td>2/12/2016</td>
<td>1:00 p.m.</td>
<td>2:30 p.m.</td>
<td>Supply Chain</td>
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<tr>
<td>2/12/2016</td>
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<td>4:00 p.m.</td>
<td>Day Captains</td>
</tr>
<tr>
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<td>12:30 p.m.</td>
<td>Cath Lab</td>
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<td>2:30 p.m.</td>
<td>ATM</td>
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<td>2/18/2016</td>
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<td>11:00 a.m.</td>
<td>Aux Office</td>
</tr>
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<td>2/19/2016</td>
<td>9:30 a.m.</td>
<td>11:00 a.m.</td>
<td>Pharmacy</td>
</tr>
<tr>
<td>2/19/2016</td>
<td>2:30 p.m.</td>
<td>4:00 p.m.</td>
<td>Infusion</td>
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Classroom 3 at the east campus 2nd floor

<table>
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<tr>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Department</th>
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</thead>
<tbody>
<tr>
<td>2/9/2016</td>
<td>1:00 p.m.</td>
<td>2:30 p.m.</td>
<td>Patient Survey</td>
</tr>
<tr>
<td>2/10/2016</td>
<td>2:30 p.m.</td>
<td>4:00 p.m.</td>
<td>VPO</td>
</tr>
<tr>
<td>2/11/2016</td>
<td>9:30 a.m.</td>
<td>11:00 a.m.</td>
<td>PACU</td>
</tr>
<tr>
<td>2/17/2016</td>
<td>2:30 p.m.</td>
<td>4:00 p.m.</td>
<td>Surgical Waiting Room</td>
</tr>
</tbody>
</table>

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ATM Testing Schedule for January

For NEW VOLUNTEERS & GOLF CART DRIVERS (both new and existing)

Tuesdays - January 12 & 26 8:00 to 11:30 am.
Find us at: East Campus, 3rd floor, right hall, right side (old Auxiliary Office).

For ANNUAL VOLUNTEERS Any Tuesday

Annual Volunteers should bring a list of their medications with them since they will have to be listed as part of the information on the TB questionnaire screen.
It is mandatory that every volunteer be recertified annually during their birth month.
There will be NO TESTING on January 5.

---
The Volunteer Auxiliary and TVRH Foundation are Partners. It is good for us to be informed of what we both are doing. The Foundation raises the funds to support us in making our service more effective, as well as purchasing some of the needed equipment for the hospital.

Periodically, you will receive emails ... take note and pass it on. The information sent will come from Jim Lemon, our president and will assist us in being more knowledgeable about the hospital so we can “brag” about where we volunteer and encourage others to join us.

**Foundation–Auxiliary Partnership**

**Mark Your Calendars!**
- **Cabaret at the Savannah Center**
  - Saturday, January 30, 2016
- **7-Night Eastern Caribbean Cruise**
  - Sunday, January 24, 2016
  - More information, call Ocala Travel at 352-753-9969
- **10th Annual Hearts for our Hospital Gala**
  - Saturday, February 13, 2016
  - “Our Decade of Elegance” at the Savannah Center
  - More information, contact Foundation office.

**Sharon L. Morse Celebration Garden Reception**

On a warm December morning, the dedication of the Garden was held for members of the community who have purchased special bricks to honor loved ones. To date, 1500 bricks have been sold raising $120,000 for the hospital with 3200 bricks still available for purchase.

- **Volunteer of the Year**
  - The Foundation in honor of the Auxiliary Volunteer of the Year.
  - Take time to stop by and see them!!

**Selling See’s Candy Makes $$$ for Our Foundation**

Sales of See’s Candy were brisk at Belk’s on Saturday, December 12th according to Shelly Morejoseph.

Pictured are (from left to right) Jeannie Rogale, Rosalie Scalia and Shelly Morejoseph.
Discounts from... Friends of the Auxiliary/Foundation

Carol Hughes, has been working with the Foundation to expand our Friends of the Hospital list AND include vendors beyond eateries! GET INTO THE HABIT of carrying your badge with you and remember to take advantage of discounts offered at the businesses that are listed!!

You can help grow the list, by asking your favorite place if they might be interested in offering a discount to TVRH Volunteers to become a “Friend of the Auxiliary/Foundation” and be listed in our Newsletters. If they show any interest, contact Carol Hughes, and she will take it from there!! 302-222-3621.

**APPROVED BUSINESSES**

<table>
<thead>
<tr>
<th>Bamboo Bistro</th>
<th>Giovanni's Ristorante</th>
<th>NYPD Pizza</th>
<th>Sports Heaven</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bear Dance Boutique</td>
<td>Gotta Get Your Name On</td>
<td>Ollie's Frozen Custard</td>
<td>Subway</td>
</tr>
<tr>
<td>Blu Spoon</td>
<td>Honeybaked Ham</td>
<td>Oscar's Original Donuts</td>
<td>Takis</td>
</tr>
<tr>
<td>Cheng's Chinese Cuisine</td>
<td>Jim's Golf</td>
<td>Oreck Clean Home</td>
<td>The Village Groomer</td>
</tr>
<tr>
<td>China Buffet</td>
<td>Johnny Rockets</td>
<td>Patchington</td>
<td>Tierra Del Sol</td>
</tr>
<tr>
<td>Connect Hearing</td>
<td>Kilwin's</td>
<td>Panda Express</td>
<td>TooJay's</td>
</tr>
<tr>
<td>Edwin Watts Golf Shops</td>
<td>Koyame Asian Express</td>
<td>Plantation Flowers</td>
<td>Truly Nolen Pest, Lawn, &amp; Termites</td>
</tr>
<tr>
<td>Firehouse Subs</td>
<td>Margarita Republic</td>
<td>Purple Pig</td>
<td>Viva Nails &amp; Spa</td>
</tr>
<tr>
<td>First Watch Restaurant</td>
<td>Moe's Southwest Grill</td>
<td>Softballs R Game</td>
<td>Village Pet Villas</td>
</tr>
</tbody>
</table>

**Thanks to Jersey Mike’s Subs for their recent partnership with TVRH Auxiliary Foundation where hundreds of dollars were raised when they offered “a free regular sub” to the community for a minimum donation to the Foundation. We appreciate all of our community partners who assist us in accomplishing our mission of providing high quality healthcare in our hometown.**

The nurses are requesting some new reading material for the Patient Care area. I am sure many of you have magazines laying around at your homes that have already been read. Please bring them to the Day Captain’s Office and they will be distributed by the Patient Care volunteers.

**The ELF Stitchers of Eldridge Loop**

Fawnridge Stitchers

Thanks to these groups who created and donated beautiful quilts for the pediatric patients of TVRH Emergency Department, which treats between 100-200 children per month.

**RECYCLE YOUR MAGAZINES!**
New Year, New You, New Look

Ye Olde Thrift Shoppe continues to grow thanks to the generous donations of the local community, the dedication of the volunteers and the loyalty of our shoppers. Six months after opening the second building, we are still learning how to effectively manage and merchandise both buildings. The upcoming in-service meetings will be a significant step in enhancing our growth because it will allow volunteers from different shifts to meet each other, share ideas and get answers to their questions. This year because of the number of volunteers, there will be three sessions; Monday, February 8th from 2:00 to 4:00 pm, Wednesday, February 17th from 8:00 to 10:00 am, and Friday, February 19th from noon to 2:00 pm.

Meanwhile the Shoppe hums with activity as donations are sorted, priced and displayed, shoppers discover wonderful bargains, and new volunteers are integrated into the teams.

KUDOS

Joyce Maschinot has been a volunteer in the Gift Gallery for 6 years. That was the only position available when she signed up and it has turned out to be a fun experience. Joyce is the “Candy Buyer”. She purchases all the candy the Gift Gallery sells and maintains the inventory. She also sends out emails to all the other Gift Gallery volunteers keeping them updated on new items and events coming to the shop. Joyce works on Friday mornings and Joann Halb, who works the Friday afternoon shift and who recommended Joyce for the Kudo, appreciates how Joyce has everything “tidied” up and ready for her when she arrives. Joann especially appreciates the fact that Joyce takes care of the adding machine tapes as well as the credit card and payroll deduction tapes before she leaves. Thanks, Joyce, for being a conscientious co-volunteer and for going the extra mile for your colleagues.

Remember Ye Olde Thrift Shoppe is a great place to find bargains on clothes for your next cruise, an extra suitcase for your company to carry back all their Florida loot, smaller size clothes for that successful weight loss resolution (or larger size clothes for that successful party season!) and beautiful decorative items to help brighten up your winter blues.

Ye Olde Thrift Shoppe is open Tuesday through Saturday from 10:00 am to 4:00 pm and is located at 106 W. Lady Lake Blvd. just two blocks south of the CR 466 and US Hwy 441 intersection.

For more information call 352-259-5853. To arrange furniture pickup donors can call 352-874-3593.
Most of the patients that are treated by TVRH use Medicare insurance to pay for their care. Medicare reimburses the hospital for a patient's medical costs based on a rating given by the patient. If TVRH averages a 9 or 10 rating from all the patients we treat, then Medicare will pay the full amount of the patient's costs. The hospital has asked the Auxiliary to help monitor patient satisfaction by creating a Patient Survey and Rounding Department. Jerry Emmert is the co-Chairman along with Joan Hanosek of this brand new department.

Currently, they have one volunteer each day Monday through Friday talking to patients and attempting to obtain feedback from the patients regarding the level of service they have experienced during their stay at TVRH. They are hoping to grow to at least 3 volunteers per day and possibly during the weekends.

Joan is actually conducting patient interviews and reports that the patients are very willing to talk to her and are enthusiastic about answering her questions. She feels that the majority of patients love to talk, especially to volunteers since they feel more at ease with us. She receives mostly positive feedback from her interviews.

If you want to volunteer in the Patient Survey and Rounding department, you need to like people, be able to spend time with a patient, be a good listener and not be defensive. Instead, an open and receptive attitude to the patients and what they are saying works best. Joan wants the patient to feel as though they are being heard so she tries to be sensitive to every issue that is discussed. She uses the “2nd day Patient Survey” form as a guide while talking to the patient. It is a follow-up on the care and service the patient is receiving. Are we doing well? Do you have any outstanding issues? If Joan receives a major complaint, she will talk to the Charge Nurse so that he/she can resolve the problem before it escalates. She says our Charge Nurses are very supportive of this program and the involvement of the Auxiliary in it. Joan credits this cooperation to TVRH staff being properly educated and onboard with the goals of the program. If Joan has a problem that's easy to fix, she will try to take care of it on her own. As an example, two male patients couldn't sleep well at night because the door of their bathroom squeaked loudly every time someone went in and out of the bathroom. Joan found a maintenance person and they oiled the faulty door. Voila... she had two happy customers! Occasionally, she will have a patient who is worried about what Medicare will or will not pay. Joan will contact the Case Manager who will clarify Medicare's policies for the patient.

Joan tries to complete all her “Patient Discharge Surveys” at the beginning of her day so she doesn't miss anyone. This interview is conducted on the day of discharge and is designed to get a recap of the patient's general impression of the service they have received and an idea of the rating they will be giving Medicare. It is an effective tool to help us understand the areas in which we need to improve and the areas in which we are excelling. Joan is encouraged by the good scores TVRH is receiving. All we need now are more volunteers in the department to help us monitor our progress in patient satisfaction.

It will be interesting to see in the months ahead if all the efforts of TVRH to continually improve patient care, encourage interaction and strengthen communication have paid off. It is very obvious that the volunteers of the Auxiliary play a huge role in the overall impressions a patient has of the hospital. Just by following the simple steps of our AIDET program is one way each and every one of us can truly make a difference. It is amazing how far a simple smile and a warm hello can make a stressed visitor feel good about being at TVRH. We have a great team of volunteers who do that every day. We are helping to not only achieve that important Medicare rating but we are making our Villages neighbors feel as though they are in good hands when they enter the front doors of The Villages Regional Hospital.
**Step-by-Step ... Go to** www.cfhalliance.org

1. At the top of the page you will find a row of options: Home • About us • Services • Patients & Visitors • Auxiliary

2. Click on Auxiliary and it will open up to another menu.

3. Click on TVRH Auxiliary. In the right column you will see the **Hummingbird Newsletter** page. You can click that to read it or print it.

   If you want to read/print a back issue you can click on Newsletter Archive to see any newsletter back to Nov-Dec 2013.

   If you click on TVRH Auxiliary it will open up the rest of our information.

4. On the lower right column you will see Helpful Hints. You can click on any of the red options and they will open. Here you may Check Volunteer Opportunities, this is a general description of each department in our Auxiliary; Apply to be a Volunteer, opens up an application to fill out. When you click “OK”, it will be sent right to the Volunteer Placement Office (VPO); and there are more options!

   This is where the Handbook will be posted so you can review it and/or print it.

The Auxiliary Office is now working hard to keep the website up to date and offering more ways to save us time and the Auxiliary money. Make it one of your favorites and use it!!

**NEVER TOO EARLY TO NOMINATE A VOLUNTEER FOR RECOGNITION**

Isn’t there a volunteer you would like to nominate for an award?

We want to recognize the outstanding individuals and departments who have gone above and beyond in performing their volunteer services, but this can only happen if YOU tell us about them.

Nominations may be from volunteers, staff, visitors, or patients anytime during the year!

I bet you often observe a volunteer who fits some or all of these categories… so tell us about them. The forms and drop-off boxes are located near the sign-in desk at the main hospital and in the YOTS office and at the Musicians location.

The deadline is Tuesday, March 1, 2016 and the receivers of these awards will be announced at the Annual Appreciation luncheon. *(Date to be announced in the Spring.)*

**The Awards are:**
- President’s Award
- Volunteer of the Year Award
- Team/Department Award
- Unsung Hero Award
- Core Values Award
- Improving Patient Care Award
- Leadership Award of Excellence

**Plus – Ye Olde Thrift Shoppe**
- Their duties do not relate to what hospital volunteers do. The awards are:
  - Reliability Award
  - Rookie of the Year Award
  - Artistic Creativity Award
  - Above and Beyond Award

**Plus – Musicians**
- Their duties do not relate to what hospital volunteers do. The awards are:
  - Unsung Hero Award
  - Above & Beyond Award
  - Music & More Award
  - Musician Sensitivity Award
Lou Emmert’s goals as President of the TVRH Auxiliary, include working with the volunteers to make them feel worthwhile, appreciated and enthusiastic about what they do. She likes to get a consensus and more involvement when deciding issues. Lou wants to work with the hospital to make sure the Auxiliary is doing everything it can and to find even more areas where our volunteers can be involved.

Lou came to The Villages from Las Vegas, Nevada where, for 13 years, she was Vice President and General Manager of Sprint’s Nevada operations. She directed all public and community relations, planned, implemented and monitored projects such as a GM transmission plant and several nuclear power plants. As a hobby, he began showing rabbits in 1960 and attained his Rabbit Judging License in 1972. By showing and judging he was able to see the entire United States (“have license, will travel”). After experiencing a major heart attack in 1983 Jim was forced to retire. In 2011, after his wife passed, he joined the TVRH Auxiliary. He worked in Patient Care and eventually became Chairman. He then became chairman of Outside Transportation, a position he still maintains. Bringing the Musicians and Ye Olde Thrift Shoppe into the TVRH Auxiliary during his term as president is one achievement Jim is proud of. Another is the Auxiliary Handbook which is now more complete and addresses more issues.

Jim... believes in what he’s doing and whom he’s doing it for
FOR 1ST VICE PRESIDENT ....

Shelly Morjoseph feels, as 1st Vice President of the Auxiliary, he has the experience and organizational talents to expand and enhance the Volunteer Placement Office for the future because of his history with the Auxiliary and his rich background in purchasing and fundraising.

Shelly joined TVRH Auxiliary 11 years ago. He started out in the Supply Chain and is currently chairman of the department. In 2012, he became Second Vice President of TVRH Auxiliary, a position whose duties at that time, included managing the Volunteer Placement Office. In following years, the duties of that office were changed to coordination of the Nominating Committee and Chair of the Handbook Committee. He has served as Second Vice President for 4 years. Shelly has been active in fundraising for TVRH Foundation and has raised $44,000 with the See’s Candy campaign and $28,000 with the 10 group cruises he has promoted for the hospital.

He comes to us from the state of Illinois and is very proud of his directorship of a Junior Bowling program there. He was involved in setting up a competition of kids against the Marine Corps to raise funds for the children of disabled or deceased veterans to attend school. Shelly worked at American Airlines for 36 years, first in baggage handling and subsequently in administration, specifically 20 years in purchasing. In his free time, Shelly likes to golf, travel and bowl. In earlier years he had a bowling average of 201.

Shelly .... puts the FUN in FUNdraising

Carol Hughes’ educational background in behavioral science and work as a victim advocate gives her extraordinary people skills and diplomacy. She has used these talents since joining the Auxiliary in July of 2011 working in a variety of departments and then serving as chair of Moffitt Radiation and Infusion. Her experience in trying to find volunteers for those departments lead her to establishing both the Volunteer Placement Office (VPO) and a public relations function for the Auxiliary. She then expanded her efforts to convince local businesses to provide discounts to Volunteers – a nice benefit for us all.

Before settling down in The Villages 8 years ago, Carol and her husband traveled in a motor home for five-years giving her a broad exposure to every part of this country and personal experiences she can use to connect to just about anyone from anywhere – definitely an asset when interviewing applicants.

As First Vice President, Carol would be responsible for the VPO and PR functions of the Auxiliary. Her goal would be to grow the organization and ensure each department maximizes their effectiveness by working with the chairs to audit job descriptions and balance staffing requirements.

When not representing the Auxiliary at a club presentation or at the VHA New Homeowners meetings, Carol participates in what she describes as “butt games” – games you do while sitting – like Bingo or Bunco.

Carol is ... The one to get the job done!

Duties of Officers

President: The Auxiliary Membership President shall Chair the Membership Branch Executive Committee and is an ex-officio member of all committees except the Nominating Committee and shall be the Vice President of the Auxiliary Foundation/Membership Board of Directors. The Auxiliary Membership President is responsible for organizing and communicating with the Auxiliary Membership and appointing Department Chairs.

First Vice President: They shall, in the event of the absence, disability or resignation of the President, assume the powers and perform the duties of the President. The First Vice President shall oversee the Volunteer Placement Office and Public Relations Departments.

Second Vice President: They shall, in the absence of the President and First Vice President, perform the duties of the President. The Second Vice President shall coordinate the Nominating Committee and serve as chair of the Auxiliary Handbook Committee.

Recording/Corresponding Secretary: The Recording/Corresponding Secretary shall keep and distribute an accurate record of all Membership Executive Committee and General Membership meetings of the Auxiliary Membership and shall conduct all the general correspondence of the Auxiliary Membership, including Sympathy and Get Well cards to members.

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Rita Montroy is fully committed to our hospital and since joining has volunteered in a variety of positions – everything from ER to First Vice President. She started out working in the Emergency Room on Sundays, but before she was fully into that position she was asked (because of an emergency situation) to fill in at the ED Admit desk. From that day on she worked ED Admit, quickly becoming the department chair.

Before moving to The Villages in June of 2002 from Aurora, Colorado, Rita taught Language Arts (what we used to call “English classes”) around the world – in four countries including Germany, England and Taiwan and in at least ten US states. Along the way she received her Master’s Degree in Counseling and got to interact with a diversity of cultures and personalities.

As the Auxiliary grew it was decided that special orientation and training should be done for new volunteers and Rita, because of her background in education, was asked to create and implement the training. She did this for about six years and was famous for her ‘Gator socks’! She has served as Historian, Parliamentarian, Secretary and First Vice-President and feels she is an integral part of the Auxiliary and the hospital.

She still finds time and energy to play Bridge and Pinochle, bowl, travel, work puzzles, read and organize three Mahjong tournaments every year.

Rita is all about ... Dedication, Passion, and Experience

Cindy Williams and her husband relocated their travel agency from Columbus, Ohio to The Villages thirteen years ago. This career shepherding travel groups developed her skills for with dealing with all types of personalities and rapidly solving unanticipated problems.

The care her husband received before passing away from cancer led Cindy to volunteer at the newly opening Moffitt Cancer Center front desk, but she quickly realized there was just not enough interaction with people to suit her needs.

Luckily a weekend shift was being added in the Day Captains office and Cindy found her niche. Shortly after that she joined the staff of the Hummingbird Newsletter.

Cindy has never run for an office before, but decided serving as Secretary for the Auxiliary would be ideal for her interest in expanding communications within the organization. She is most fascinated by the variety of backgrounds and talents of the Auxiliary volunteers she has met and interviewed for the monthly articles in The Hummingbird. She believes keeping the volunteers informed of the decisions made by the Executive Committee is critical to the healthy growth of our organization.

In her spare time Cindy plays Mahjong, sews, golfs and reads. Most recently she has become interested in genealogy and would like to learn more about her American Indian roots.

Cindy ... has the WRITE stuff

Duties of Officers

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**Historian:** The Historian shall collect and organize historical data including, but not limited to: newspaper articles, photos, special events and fundraisers. He/she will scan all articles from local publications and send to the Auxiliary Foundation Office for record keeping.

**Parliamentarian:** They should be knowledgeable and familiar with Robert’s Rules of Order, the governing authority for Auxiliary meetings, and shall ensure meetings of the Auxiliary are conducted under these procedures. In the event that there is not a candidate for the both Historian and Parliamentarian these two offices may be combined.
HOW AND WHERE TO VOTE

This is the first time in a very long time that we have had more than one candidate for any one position. We hope you all take the time to read the candidate bios and to vote! These are your representatives on the Auxiliary Executive Board so be involved in the selection process!

Please help us conduct a fair and legitimate election by following these voting rules.

All votes must be in the ballot boxes by 4 p.m. on MONDAY, FEBRUARY 1, 2016.
In advance, thank you for your co-operation!

How to cast your vote for the contended offices:

1. Fill out the Official Ballot with your indicated choices for the positions (ballots are on page 12 or available at sign-in kiosks)
2. Take your completed ballot to the Day Captain’s office or the Thrift Shoppe pricing room
3. SIGN THE AUXILIARY ROSTER
4. Place your ballot in the white ballot box. (The Day Captain cannot do this for you.)

IMPORTANT: In order for your vote to be counted please do not slip it under the Day Captains office door or leave it on the desk. These ballots cannot be counted.