THE ANNUAL AWARDS & INSTALLATION OF OFFICERS BANQUET...
April 14, 2016 at the Savannah Center.

This is where the officers YOU elected are installed and where the nominations YOU made for award winners are recognized. There will be a great lunch with our own musicians to provide music as we eat.

This annual banquet is always a good time with good food and an opportunity to meet fellow volunteers, as you can tell by the photos and quotes from members that have attended before.

The banquet is sponsored by The Villages Regional Hospital as an appreciation for our willingness to volunteer to assist the hospital staff and to make the patients and families comfortable during their time at the hospital.

CHECK OUT WHAT'S IN THIS ISSUE ...
Page 1 - COME TO THE BANQUET
Page 2 - President's Message
Page 3-4 Milestone Recognitions & Aidet
Page 5 - ATM Schedule and Survey
Page 6-7 - The Front Desk, the “Go To” Place
Page 8 - & Our Friends who provide us with Discounts - and a yummy recipe
Lessons from Geese

As each goose flaps its wings, it creates an up-lift for the birds that fly behind him. There is a 71% more flying range in a “V” formation than if each bird flew alone.

Lesson: People who share a common direction and sense of common purpose can get there quicker.

When a goose falls out of formation, it quickly feels the resistance of flying alone. It quickly moves back into position.

Lesson: It is harder to do something alone than together.

When the lead goose tires, it rotates back into the formation and another goose flies out to lead.

Lesson: Shared leadership and interdependence gives us each a chance to lead as well as opportunities to rest.

The geese flying in formation honk from behind to encourage those up front to keep up their speed.

Lesson: We need to make sure our honking is encouraging and not discouraging.

When a goose gets sick or wounded and falls, two geese drop out and stay with it until it revives or dies. Then they catch up with the flock or join another formation.

Lesson: Stand by your colleagues difficult times as well as in good.

--Angeles Arrien

MARCH 2016
PRESIDENT’S MESSAGE

The election is over and you have spoken. Congratulations to Lou Emmert, your new president. She will take office on April 14 at the installation luncheon....

The In-Service meetings are now completed and were fairly well attended. On page 12 of the new handbook under “Keeping Up to Date” it reads: Auxiliary members are required to remain up to date on department procedures and hospital policies. In order for a volunteer to remain an active member of the Auxiliary, the volunteer has a responsibility to attend department meetings and annual refresher classes. Department Chairs must ensure all volunteers receive up to date information on their service areas. We call these annual meetings “In-Service”.

At these meetings different examples of problems or situations in each department were discussed. Volunteers talked them over and come to a general consensus on how to handle them the next time. This way everyone will be is working on the same page. This was also a good social time to meet other volunteers working in your department on different days. Hopefully you found a few to call to sub when you need one. At many meetings I heard people saying “I need this day off” and someone at the meeting agrees to help out.

Gala (continued on page 4)
ANNIVERSARY PINS FOR 2015
Distributed during In-Service Meetings

Ten Year Pins
Bandi, Sue
Bell, Christine
Bilanin, Margaret
Chieco, Catherine
Ciesco, John
Connor, Sandra
Cook, Jr, George
Desmond, Christine
Dietrich, Carol
Dietrich, Thomas
Dietz, Eileen
Dombek, Margaret
Earley, Jo Ann
Eichacker, Marilyn
Enloe, Marjorie
Feinstein, Sheila
Forberg, Marlene
Frazier, Nellie
Fulci, Lynn
Garvin, Carole
Gulemi, Nancy
Halt, Jack
Halt, Jo Ann
Henrickson, Alan
Hildreth, Eugene
Huschart, Harriet
Huschart, Vincent
Johnson, Marcella
Kelso, Camille
Kumpa, Jan
Laabs, Lois
Marchand, Rena
Montroy, Rita
Morjoseph, Sheldon
Morris, Bonnie
Neufelder, Natalie
Nutter, Armel
O’Donnell, Mary
Pietrantoni, Sara
Robbins, Judy
Rockwell, Maryann
Rogale, Eugenia
Rogan, Joanne
Salus, Jacqueline
Scully, Angela
Semple, Beverly
Sloan, Joan
Smith, Diane
Starnes, Stephanie
Starost, Helen
Stec, Irene
Stec, Joseph
Stone, Laura
Strauss, Mildred
Strongin, Robert
Tashjy, Camille
Testa, Juliette
Uliano, Elvie
Veldof, Marilyn
Wheeler, Roberta
Wiest, Milton
Wiggins, Edwin
Wydeveld, Karen
Zwick, Mary

Five Year Pins
Akers, Shirley
Arman, Patricia
Austin, Donna
Baker, Mary
Bartholomay, Bonnie
Bartolomeo, George
Bennett, Carol
Benn, James
Berlin, Kathy
Bohnstedt, Janice
Bonde, Elizabeth
Boothroyd, Shirley
Brandenberg, June
Brennan, Jane
Brown, Robert
Butz, Nancy
Carlson, Rose
Casanzio, Sandra
Caspers, Sandra
Cassaro, Barbara
Cassulo, John
Challenger, William
Chaplin, Alice
Cinelli, Angela
Colangelo, Lina
Cull, Agnes
Cummings, Jim
Davenport, Janice
Davinaux, Madeline
DeBelli, Stephanie
DeSantis, Sandra
Dolph, Mary
Duddy, Nancy
Eichelsdoerfer, Catherine
Einstman, Elizabeth
Emmert, Gerald
Fey, Marion
Flood, Judy
Fratangelo, Patricia
Frazzetta, Grace
Gable, Patricia
Gaumer, Beverly
Giddings, Virginia
Greenfield, Kathy
Grotch-Howell, Rosemarie
Handyside, Linda
Hendee, Malcolm
Hendrix, Jeanie
Hickey, Diane
Holbrook, Laura (Betty)
Holbrook, William
Hurst, Nancy
Jaeger, Margaret (Maggie)
Johnson, Marilyn
Jones, Mary
Jones, Regina
Kalte, Philip
Kelly, Barbara
Kramer, Vivian
Kuchefski, Phillis
Levitt, Harvey
Lewellyn, Beverly
Lewellyn, Keith
Lovett, Barbara
Malacky, Gertrude (Cindy)
Malicki, Rose
Marchand, Donald
Marini, Jeannie
Maschino, Joyce
McCombs, Carol
McElwain, Doris
McElwain, Jack
McGuire, Roberta
Meakin, John
Miller, Carol N.
Miller, David
Muench, Steven
Murphy, Elizabeth (Sandy)
Nelson, Carol
Nichols, Lynnette
Noce, Carole
Nowak, Mary
O’Neal, Robert
Pallas, Kay
Paradis, Judith
Paravano, Billie
Pasquini, Patricia
Patterson, Raffaela (Lena)
Peak, Kate
Pilla, Barbara
Pilla, Benedict
Quintavalle, Lynn

Our Volunteer Aidet
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.
The Gala is over and I want to thank everyone who volunteered to help make it the success that it was. The Foundation gave us a very nice plaque, for our million dollar donation to the hospital to name the Emergency Department. We will hang this outside our Day Captain Office.

**Also, I thank Dick Campbell and the Foundation Staff for the lunch provided on March 3 at Katie Belles for all the volunteers who were involved in helping at the Gala.**

~Jim Lemon, Auxiliary President
For NEW VOLUNTEERS &
GOLF CART DRIVERS
(both new and existing)
Tuesdays - March 8 & 22
8:00 to 11:30 am.
You will get your TB test and your eyes
checked the same day.
Find us at:  East Campus, 3rd floor, right
hall, right side

For ANNUAL VOLUNTEERS
Any Tuesday
It is mandatory that every volunteer
be recertified annually
during their birth month.

FOR EYE TESTS: there have been changes
as to when the Employee Health Care nurse
will be available.
Eye Tests are available at Employee Health
Care Office on the 3rd floor of the East
Campus.

• Day of the Week: Tuesdays when new
Volunteer Testing is scheduled
• Dates: As outlined on the Tentative
Schedule for New Volunteers
• Hours: 7:30 a.m. until 11:30 a.m.

The HUMMINGBIRD SURVEY
Your input would be helpful to the success of this newsletter.
Fill out the Survey and drop it at the Day Captain’s Office,
or Rena at the Ye Olde Thrift Shop.

• How important is the Hummingbird to you?
  ___ I seldom read it ___ I try to read every issue ___ I can’t wait until the next issue

• How satisfied are you with the overall content?
  ___ Very repetitive ___ Some articles are interesting ___ I enjoy almost everything

• What new information or sections would you like to see
  included in the future?

• What sections do you think should be removed from the
  Hummingbird?

• How do you typically get the newsletter?
  ___ On the internet ___ Printed copy located in hospital areas ___ I can’t access it

How much do you agree or disagree:

• The Hummingbird helps me feel part of the TVRH Auxiliary.
  ___ Strongly agree ___ Agree ___ Neutral ___ Disagree ___ Strongly Disagree

• The Hummingbird is useful to me.
  ___ Strongly agree ___ Agree ___ Neutral ___ Disagree ___ Strongly Disagree

• The Hummingbird is easy to read.
  ___ Strongly agree ___ Agree ___ Neutral ___ Disagree ___ Strongly Disagree

• The Hummingbird is easy to access.
  ___ Strongly agree ___ Agree ___ Neutral ___ Disagree ___ Strongly Disagree

• The Hummingbird is professionally done.
  ___ Strongly agree ___ Agree ___ Neutral ___ Disagree ___ Strongly Disagree

• The Hummingbird is informative.
  ___ Strongly agree ___ Agree ___ Neutral ___ Disagree ___ Strongly Disagree

• The Hummingbird is visually pleasing.
  ___ Strongly agree ___ Agree ___ Neutral ___ Disagree ___ Strongly Disagree

Please give your recommendations on how we can improve the
Hummingbird.

______________________________________________________
______________________________________________________
______________________________________________________

ATM TESTING SCHEDULE
FOR March

For NEW VOLUNTEERS &
GOLF CART DRIVERS
(both new and existing)
Tuesdays - March 8 & 22
8:00 to 11:30 am.
You will get your TB test and your eyes
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For ANNUAL VOLUNTEERS
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Volunteer Testing is scheduled
• Dates: As outlined on the Tentative
Schedule for New Volunteers
• Hours: 7:30 a.m. until 11:30 a.m.
Each hour and each day brings an entirely new set of questions that require quick and accurate answers. But working at the Front Desk doesn't just involve answering questions and giving directions. There's a whole multitude of duties that are part of the responsibilities of a Front Desk volunteer. If you want variety in your day and you can think on your feet and you can stay calm in the face of distraught patients and visitors, then this is the job for you.

**Express Admit**
When a patient comes to the hospital to have a procedure (such as blood work or xrays) or to be admitted as an inpatient, then they initially check in at the Front Desk. Our Front Desk volunteers work closely with the hospital registration staff to process arrivals in an orderly manner. Walk-in patients without an appointment must fill out paperwork and are then given a beeper. When the registration person is available, the volunteer activates the beeper and takes the patient to the designated registration desk. Patients who are prescheduled and patients who require admission also check in at the Front Desk and are processed in a timely manner. Once the patient is registered, the volunteer will take him/her to their assigned inpatient room via wheelchair. The volunteer stays with the patient until the nurse comes to take over.

**Deliveries**
Front Desk volunteers deliver flowers, mail and newspapers to patient rooms. They will assist patients in opening and reading cards for the flowers whenever needed. Newspapers are delivered to patient rooms and to the ERD waiting room, the hospital lobby, outpatient testing area, PACU, ICU, the ICU waiting room, the surgery waiting room, cath lab waiting room and Cardiac Rehab. Paper delivery takes a volunteer between 1.5 and 2 hours to complete.

**Patient Discharge**
The Front Desk volunteers assist with patient discharges whenever possible and when the need arises. The nurses will contact the Front Desk to help take a patient to the front entrance for his/her transportation home. There are specific guidelines in place for this procedure. When requested to help with a discharge, the Front Desk volunteer will find a wheelchair, take it to the patient room, and check the patient ID bracelet to verify that this is the right person to be discharged. The patient is then wheeled to the front entrance for their departure. The volunteer stays with the patient until he/she is picked up by their transportation. The Front Desk volunteers are often asked to cut off ID bracelets for discharged patients but they are not permitted to do this and they also may not provide scissors for the patient to cut off their bracelet.

**Escorting Visitors and Patients**
The Front Desk volunteers will escort visitors and patients to various areas of the hospital whenever it is feasible. Many visitors and patients are anxious or preoccupied with their particular issues and have been most appreciative of having someone with them. Some areas needing an escort are the Intensive Care Unit waiting room, outpatient testing, PACU and ED. The Front Desk... (continued on page 7)
The volunteer can provide assistance in other ways as well. Frequently, there are visitors who have a fear of being in elevators. If possible, a Front Desk volunteer will accompany the visitor in the elevator making it less stressful for friends and family to visit the patient.

**Et cetera, et cetera**

It is virtually impossible to list every conceivable scenario that may find its way to the volunteers at the Front Desk. Walkie-talkie skills come into play when Outside Transportation drivers must be contacted for a departing visitor needing a shuttle. Front Desk volunteers are asked to contact various hospital personnel such as financial counselors, risk management, and housekeeping and they need to know how to reach those people quickly and efficiently.

They work with Security to help find lost items and address possible safety concerns. They must be able to access the computer to locate patient room numbers for visitors, clergy, flower and gift delivery. The Front Desk volunteer has access to some patient information, and they must always protect patient confidentiality.

If a visitor asks for a room number and there are several patients with the same last name, the volunteer can't say, "Do you want Joe Smith or Bob Smith?" That would be a violation of HIPPA. The visitor must provide the first and last name of the patient. If a patient has been discharged, the volunteer can only say the patient has been discharged. Since no other information can be shared, the volunteer may suggest the visitor contact the family or a friend for particular details related to the discharge.

**Teamwork**

It's very apparent that in order for the Front Desk to work efficiently, it must be staffed with groups of volunteers who work well together. Eda (Edie) Oteri is the chairperson of the Front Desk and Express Admit and has the herculean task of managing and scheduling 60-70 volunteers. Her challenge is to not only provide staff for 3 shifts, 7 days a week, but to also try to combine personalities that work well together for each of these shifts.

One well-matched group of volunteers consists of 3 ladies who work on Sunday afternoons from 12:00 noon to 4:00 pm. Doris Bouffard, Marilyn Brandt and Joyce Fisher are the quintessence of team effort. All of them were trained in Front Desk duties by Joe and Irene Stec, a couple for whom all of them have great respect and admiration. Doris said Joe took her to all the hidden spots where she could find wheel chairs if needed.

She came away from that session thinking she might need to buy a GPS to find her way back! Joyce has corralled men trying to sneak out of the hospital for a smoke, wearing only a hospital gown and pushing an IV pole.

One of their most amusing stories was about a well-dressed elderly lady who came to pick up her husband. She stopped at the Front Desk, planted her large purse on the counter and opened it to reveal a multitude of items. The lady stated she was looking for her parking stub, however, this was before the hospital had valet service so Joyce and Marilyn immediately sensed a problem was going to be forthcoming. When Joyce advised her that the car was probably parked in the lot, the lady said she had absolutely no idea where it could possibly be. She described the car as brown and having 2 red lights on the back. After going through the entire lot on the shuttle, the lady was back saying the shuttle driver went too fast and she still couldn't find her car. Joyce decided to involve the husband in this dilemma so she and the lady went to the husband's room where they found him lying in bed, fully clothed, with his shoes on, waiting for his ride home. The husband told Joyce the car was a dark blue Mercury Marquis. Armed with this information, Joyce walked through the entire parking lot and could not find any car matching that description. On her way back into the hospital she spied the car. It was parked on the sidewalk near a handicapped slot. It had taken 2 hours to find this elusive car and the couple still had to drive to Belleview!

All of our Front Desk volunteers do a remarkable job. They are dedicated to providing quality service and easing the way for patients, families and visitors.

(continued on page 8)
For many visitors and patients of TVRH, they are the first impression of our hospital. As busy as they are, there is still time to look up, smile and say hello to everyone that walks through the door. The Front Desk is indeed the “front line”. They are required to remember a multitude of details, multi-task, work well with everyone and be excellent “problem solvers”. Thank you to all of our creative and talented Front Desk volunteers. If you looked up “awesome” in the dictionary, all your names would be there! ~Cindy Williams

IF THE DAILY SUN .... can put in recipes, we can too! (But Gloria’s is better for us!)

Gloria Taylor, who volunteers in ED on Saturday mornings, has graciously shared her recipe for this delicious sugar-free Pineapple Coconut Cake. She comes to us from Alaska and has lived in The Villages for 13 years. Because she has diabetes, she has made a point of collecting a lot of sugar-free recipes. Gloria presents her baked goodies to her church as her gift to her fellow parishioners. Enjoy!

SUGAR FREE PINEAPPLE COCONUT CAKE

CAKE INGREDIENTS:
1 20 oz. can of crushed pineapple (LITE SYRUP)
1 SPLENDA yellow cake mix
2 Tbsp. Coconut extract

FROSTING:
1 Small can of crushed pineapple in LITE SYRUP (only if needed)
1 small box of sugar free vanilla pudding
1 8 oz. tub of Cool Whip
1 cup of low fat milk
Coconut (used at your discretion)

INSTRUCTIONS:
Preheat oven to 350 degrees. Spray 2 (9”) cake pans with cooking spray. Drain Pineapple from 20 oz. can saving syrup. Mix cake according to directions replacing water with the reserved pineapple juice. Add coconut extract. Beat until well mixed. Add ½ of the pineapple to the cake mix and stir well. Pour into cake pans. Bake 30-35 minutes until toothpick comes out clean.

FROSTING: Mix pudding according to directions. Fold in Cool Whip. Combine with remaining ½ can of pineapple. Frost one layer first. Place second layer on top of frosted layer. Frost the top layer and gently pat shredded coconut on it.

Discounts from...

Friends of the AUXILIARY/FOUNDATION
Who Support Our Members

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 want to offer a discount to TVRH Volunteers and 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

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

Attend the Banquet
April 14
It’s all about Volunteers!

“Outstanding food” ~ Alice
(Surgical Waiting Room Chair)