A group of 383 Auxiliary volunteers gathered at Savannah for the Annual Awards Luncheon and the installation of the new Auxiliary Officers for 2016-2018. The theme was Celebrating the Future with You.

Don Henderson, President and CEO of Central Florida Health gave the opening remarks and shared a poem (see insert) about volunteers. The Invocation was given by Chaplain Becky Ernst and then a delicious lunch was served featuring turkey and dressing, fish and vegetarian manicotti. Each attendee was given a very clever salad mixing cup that included a place for the salad dressing and fork.

Toward the end of the meal, Dick Campbell, Executive Director of the Auxiliary Foundation shared some of the honors that have been given to the Auxiliary members over the past year including a room named for volunteers with more than 5000 hours and a table of Auxiliary members at the Hearts for Our Hospital gala. He also acknowledged the volunteers from the Gift Gallery, Café, and Ye Olde Thrift Shoppe – all part of the efforts to raise funds for our hospital.

Amie Richason, Vice President of Human Resources administered the oath of office to each of the new Executive Committee officers and then the Special Awards were presented. (see page 8).

The lunch concluded with short closing speeches by the outgoing President, Jim Lemon, and by the new President, Lou Emmert.
Executive Officers and Some Spouses

Gift Gallery and Award Winner Jane Raczkowski

President Lou, and her husband, Gerald

More of Our Wonderful Volunteers.

Volunteers—Author Unknown
Many will be surprised to learn, when the Day of Judgment nears, there’s a special place in Heaven, set aside for Volunteers.

With satin couches, big recliners, and footstools, imagine the nerve! Where there are no committee chairs, coffee, or visitors to serve.

There will be no papers to sort, telephones there will not ring, But a finger snap will bring cool drinks, and rare treats fit for a king.

You’ll ask, “Who’ll serve these Volunteers and work for all they’re worth?” Why, those who reaped the benefits, and not once volunteered on Earth!

(a poem read by Don Henderson)

Some of our great Musicians: Dan Barnes, Carl Woodward, Pam Bushman, Peggy Morton, Wendy Locke

This issue of the Hummingbird is dedicated to all of our hard-working and generous volunteers. We wanted to include as many pictures of your smiling faces as we could, however, we could not identity everyone. We hope this doesn’t diminish your enjoyment of the publication.”
One of Mahatma Ghandi’s quotes seems very appropriate to me for this article and at this time:

“The future depends on what we do in the present”.

TVRH Auxiliary has grown, provided more support to the hospital and is getting better each day. My hope and goal for the Auxiliary is to ultimately become the model by which other auxiliaries are measured. Over the next two years, this will be my focus and that of the officer team. We will be working closely with the membership, the department chairs and the hospital staff to identify new ways to provide support, to provide challenging opportunities for our volunteers and ways to enjoy our time while volunteering. I am always open to suggestions and encourage you to contact me either by email or phone with your thoughts. My email address is jdemmert@embarqmail.com and phone number is 702-203-0570.

My thanks go to the entire membership, the Foundation and the Hospital executives and staff for their support of the Auxiliary in the past and I look forward to working with each of you over the next two years. And we all want to thank Jim Lemon for his dedicated work with the Auxiliary the past two years.

At this time we have several departments that could really use additional volunteers. If you are interested in taking on an additional shift in any department or know of a friend or family member who would be interested in volunteering, please contact the Volunteer Placement Office at 751-8176.

We also have an opportunity to provide temporary support to the hospital by volunteering for the Bio-metric Screenings coming up in May: the 4th, 5th, 6th, 17th, 18th, 20th and 21st. There are two shifts most days: 6:30–9:30 a.m., 9:30 a.m. to noon. If you are able to help out on one of those days, please send an email to TVRHVPO@CFHAlliance.org giving the day and shift you would like.

A special thank you is extended to our seasonal volunteers who will be leaving to go to their “other” home soon. We look forward to your return this fall. This is one of the reasons we need additional volunteers!

I am extremely proud of this Auxiliary and all of you. Thank you for this opportunity to be your President. My management style is very participative and I always have an “open door” for you! I’m excited to see what we can accomplish the next two years.

~Lou Emmert, Auxiliary President
St. Patrick's Day in The Villages is a BIG DEAL. The streets were crowded and the parking was frustrating, but the fun was worth it! The weather was perfect, there were lots of people, fun t-shirts, signs, and enthusiasm. There was some green beer too. I attended the parade just to see the TVRH walkers but truly enjoyed myself.

All along the way our walkers received shouts of praise and appreciation for what we are doing for the hospital and community. It was VERY encouraging!

Next time we get a call to walk, let's all get out there and enjoy the accolades!
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.
  __________________________________________________________
  __________________________________________________________
  __________________________________________________________

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.
Meet KAYLEE ASENCIO

If you’ve ever been fortunate enough to exit one of the hospital’s elevators on a Tuesday around noon and discovered a lovely young lady playing the violin her name is Kaylee Asencio and if the name sounds familiar it’s because Kaylee’s father, George, is a nursing supervisor at The Village Regional Hospital.

Kaylee is fourteen-years-old and has been playing the violin since the age of seven but when listening to her play it’s difficult not to become totally enveloped in the music and to imagine that you are actually sitting in a performing arts center listening to a master violinist.

The Axencio family resides in Ocala and Kaylee is homeschooled by her mother, Stephanie. Brother Joshua is nineteen and his musical talent is singing which he enjoys with the youth choir at the family’s church.

Kaylee's dream is to one day play Carnegie Hall and when she was thirteen the Axencio family took a trip to visit family in New Jersey but added a side trip to New York City with a planned stopover at the renowned Carnegie Hall. Unfortunately Carnegie Hall chose that very week to temporarily close their doors to the public. Given her talent and dedication I’m certain that will not be Kaylee’s last visit to Carnegie Hall.

Kaylee's first violin was what is classified as a student instrument, its most notable difference to her current instrument being the size which was scaled to the length of the arm when she was seven-years-old and had just begun playing. Later she graduated to a three-quarter violin and then finally her current instrument that is a full violin. Giavanni Paolo Maggini developed in the 1600s what has become known as the best violin in the world due to its deep sound and power of tone. And Kaylee's current violin is a facsimile of the extraordinary Maggini violin. These delicate instruments require that the strings be replaced yearly and for those playing professionally this task can be as daunting as bi-weekly.

When not studying or practicing the violin Kaylee's creative talent spills over into the kitchen where she has been known to combine a plethora of recipes to create an interesting, tasty dish for her family to enjoy. And also in her spare time Kaylee enjoys listening to classical composers such as Ludwig Van Beethoven and Wolfgang Amadeus Mozart as well as other notables.

Kaylee can be found Tuesdays alternating between half-hour segments on the fourth and fifth floors in the lounge area as you exit the elevators and the following week on the second and third floor in that same area. When you have a moment stop by, take a seat, sit back, and enjoy the music being played by the poised, young girl with the captivating talent.

~~ By Judi Gray

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Happy Birthday POSIE!

Beth Malak (left) and Betty Holbrook from Ye Olde Thrift Shoppe help celebrate Posie Clymer’s 88th birthday. There is at least one other volunteer at the Shoppe who is older – but we aren’t saying who that is!
We already know we have a fabulous group of people who comprise The Villages Regional Hospital Auxiliary, but now all the Villagers who read the front page of the Daily Sun on Monday, April 4th know it too!

Here are just a few of the interesting points highlighted in the article.

- Between the volunteer hours and the fundraising and donations, the hospital realized a value of more than $4 million from March 2015 to March 2016 thanks to the efforts of TVRH Auxiliary.
- 156,350 hours were donated by the Auxiliary volunteers in 2015. At Florida’s volunteer pay rate of $21.61 that equates to over $3 million in unpaid volunteer work.
- Businesses, clubs, organizations and individuals have sponsored more than 40 rooms in the hospital.
- Our goal is to reach a total of 1,000 volunteers so start recruiting your friends!
- Saad Ehtisham, senior vice president and chief operating officer of the Central Florida Health said, “The Villages Regional Hospital is blessed with the generosity of so many volunteers who donate their precious time to serve the needs of patients, family members, hospital team members and our dedicated physicians.”
- Don Hahnfeldt, a resident of the Villages and a member of the Central Florida Health board of directors said, “Each volunteer is invaluable and very much appreciated.”
- Kate Peak was spotlighted as having donated the most hours in 2015 (938) of all the volunteers. She works at Ye Olde Thrift Shoppe.
- Irene Stec (Front Desk) was #2 in hours donated with 862 hours and Shirley Teague was #3 with 789 hours. Shirley works at Ye Olde Thrift Shoppe.

Congratulations to ALL of our volunteers.

You are a wonderful group of caring individuals who unselfishly give your time and compassion to The Villages Regional Hospital. Kudos to each and every one of you!!

2016 HONORARY LIFETIME MEMBERS

Honorary Lifetime Membership of The Villages Regional Hospital Auxiliary recognizes the important contributions made by key volunteers over the years. An Honorary Lifetime Member typically has seven (7) years of distinguished volunteer service to The Villages Regional Hospital and a minimum of 2,000 total hours served prior to leaving the organization. The nominees must also be approved by the Executive Committee.

This year we are adding the following individuals to the honor roll.


Encouraging the value of Volunteering!

Gloria Counselman speaking with students at Villages High School about volunteering this summer at The Villages Regional Hospital.
Core Values

Kathy Jacques

This award recognizes the volunteer who exhibits the values of Respect, Stewardship, Integrity, Service, Teamwork, Innovation and Quality. This year’s winner is highly respected by her co-workers, the department chair and the ICU/IMCU staff because of her knowledge, efficiency and dedication. Kathy Jacques takes her duties to heart and is observant to what needs to be done – then she does it.

Improving Patient Care

Jackie Sampson

The award for Improving Patient Care is given to the individual or team that has inspired improvement in patient and hospital services. Jackie Sampson works five days a week in three different departments - Emergency Department, Surgical Waiting Room and Post-anesthesia Care Unit. She is committed to making the lives of patients, visitors and staff as pleasant as possible while at our hospital.

Unsung Hero

Jane Raczkowski

The Unsung Hero award is for an individual who deserves special recognition because of their consistent reliability, adaptability and service to the Auxiliary. This is usually someone working behind the scenes in a critical support role that improves everyone's job by keeping everything in the shop running smoothly. One such person is Jane Raczkowski from the Gift Gallery. She handles all the financial details for the store, plus she serves as bookkeeper for the Auxiliary Foundation tracking all accounts receivable and payable and preparing checks as needed. It is not only the amount of time Jane spends on her job that makes her special; it is her dedication and sense of responsibility.

Unsung Hero

Karen Harkins

This year there is another Unsung Hero who should be recognized. Karen Harkins from Ye Olde Thrift Shoppe has endless energy and endless ideas. She gives 150% all the time and will never settle for “good enough”. Even more valuable is her wonderful ability to excite others with her visions and enlist their assistance in achieving the desired results. She builds a team and then infuses them with her enthusiasm to accomplish amazing things. This year she took on the setup and decorating of the silent auction room for the 10th Anniversary Hearts for Our Hospital Gala and did an incredible job. Her behind the scenes efforts.

Unsung Hero

Carol Jimerson

The Unsung Hero award is can be given to people outside the volunteer community but who make the system run smoothly because of their behind the scenes efforts.

Leadership Award

Michaelene Kauffman

This award recognizes an individual who has provided outstanding leadership, support to the organization and worked beyond the call of duty. Mike Kaufman has a small staff, but she

Some of the winners: L - R  Jackie Sampson, Wendy Locke, Martha Lash, Curt Kroll, Jane Raczkowski, Kate Peak, Eda Oteri, and Mary Dolph

(continued on page 9)
keeps them well coordinated ensuring tasks are completed accurately and on-time. She understands the strengths of each of her volunteers and then allows them to perform the various required functions that fit their strengths — this is truly the sign of a good manager. She accepts the responsibility but never takes the credit for the excellent work done by her team. I don’t know how we could be as organized and effective as we are without the outstanding leadership of Mike Kauffman in the Auxiliary Membership Office.

Outstanding Department

Front Desk
This award is given to a team or department who work together at an exceptional level thereby improving patient care and services to our hospital. Once a patient or visitor enters our hospital, they need directions, information or just a reassuring smile; the volunteers who staff the Front Desk are there to provide any or all of these. They function as a team to never leave the desk unstaffed as they provide wheelchairs, room numbers, directional guidance or any other requested assistance.

Volunteer of the Year

Mary Dolph
The Volunteer of the Year award goes to an Auxiliary member who has made an exceptional contribution and show outstanding dedication to the organization and/or to the patients he/she serves. This year it was quite easy to select the Volunteer of the Year because of the many nominations Mary Dolph received in all the other categories. She is described by her co-workers as conscientious, organized, helpful, optimistic, encouraging and hard working. She responds quickly to volunteers no matter the hour, fills in for last minute unexpected vacancies in her staffing and is an inspiration to the staff as well as other volunteers. Mary’s management style is never harsh or judgmental but instead is spiced with humor.

President’s Award

Shelly Morjoseph
Shelly Morjoseph was selected by the Auxiliary President to receive the President’s Award. Shelly has been extremely active in the auxiliary for over 13 years and has served as Second Vice President for 3 years. He is an original member of the fundraising committee and has organized ten fundraising cruises as well as the annual See’s Candy Sales.

YE OLDE THRIFT SHOPPE

Reliability

Norma Cyr
This award is for an Auxiliary member who has shown outstanding dedication in her responsibilities at Ye Olde Thrift Shoppe. Norma Cyr quickly showed her abilities and was trained as a cashier but then went on to fill the need for additional help to keep the Book Nook stocked and organized. She does this both during her normal shift and on additional days as needed. She can be counted on to do her job with consistently high quality and reliability.

Reliability

Cinda French
Having someone who is versatile and can fill in multiple areas at the Shoppe is crucial, especially when the regular staff volunteers are missing. Cinda French helps on the floor, does pricing, sorts clothing, cashiers and can even work as a Shift Leader when needed. Since joining Ye Olde Thrift Shoppe in 2013, Cinda French has become a volunteer who can ‘do it all’. She has a wonderful combination of calm confidence and positive attitude.

Rookies of the Year

Martha Lash, Mae Hawkins, Curt Kroll
Often a volunteer joins Ye Olde Thrift Shoppe and immediately impresses the shift leader, co-workers and store managers because of his/her level of skill and dedication. We want to recognize these individuals with the “Rookie of the Year” award. With the addition of the second building, we have enjoyed a tremendous increase in volunteers so we actually have three “Rookies of the Year”. Martha Lash joined our volunteer team in January of 2015 but her
hidden talent did not appear until we started the renovation of our second building and repair of the first building. Her efforts improved multiple areas of the Shoppe – the book nook, the clothes sorting room, the checkout counter – just to name a few. Martha became our painter extraordinaire with the patience to follow through on any decorative ideas and was never overwhelmed with any task during the renovation. Have paint bucket will brush.

Our second Rookie of the year is Mae Hawkins. She joined last September and immediately impressed everyone with her ability to not only quickly learn the processes but to make suggestions for improvements. Mae started in the pricing area but took on sorting and pricing of linens when it became apparent that we needed more manpower in that area. She is bright, pleasant to work with and creative.

Our final Rookie of the Year joined because he liked to keep busy. Well keeping busy was no problem as Curt Kroll quickly fell into role of both a pricer and a floor volunteer. He is not one to sit around if there are donations to price, items to be put out on the shelves, donors to be helped or any other task he can perform. He often subs on other shifts and easily fits in because of his pleasant disposition. Having an energetic volunteer like Curt Kroll is a real delight. He does work without being asked and looks for ways to help others on the shift. He worked more than 200 hours in less than five months - that’s at least two shifts per week!

Artistic Creativity
Kate Peak
Although everyone tries to make the Shoppe appealing to customers, sometimes the efforts of one individual make a tremendous difference in our sales revenue. The winner of the Artistic Creativity award is such a person. Kate Peak is always trying to find new ways to improve the display of clothing in her area. She has instituted procedures to organize the items for sale and to create a consistent look to all the displays. Kate Peak is determined to make our clothing department second to none and maximize money raised for our hospital.

Above and Beyond
Beth Malak
The Above and Beyond award is for the individual who has shown a style of working with co-volunteers that makes them feel part of the team and confirms their value to our Shoppe. Beth Malak joined last August as a floor volunteer and then trained as a cashier. When a temporary Shift Leader was needed on her shift, she agreed to take on the new responsibilities and quickly learned everything she needed to know in that position. Beth Malak has now taken on the Shift Leader role permanently and has created a cohesive team with her patient and supportive style of dealing with volunteers and customers.

MUSICIANS

Unsung Hero
Pauline Pan
Pauline Pan is reliable, adaptable, dedicated and committed to our program. She is the “longest standing member of the Sub Team” and has been known to play “overtime” when the following musician is tardy. She offers to play for special events and stays in the area, “just in case she is needed”. Pauline has continued to participate in TVRH Musicians Auxiliary while commuting back and forth to New York’s Juilliard Conservatory of Music where she studies music and piano. Pauline Pan is delightful to know, inspiring as a musician and extremely reliable as a team player.

Above and Beyond
Hershal Chapman
This musician is friendly, social, committed to doing his best, and combined with his donation of time that is well and above all other musicians, he shares the bond of team spirit and genuinely welcomes new members to the fold. His “M.O.” is to say “yes” when asked to provide music for additional hospital and/or Foundation events. Hershal Chapman leads by example: honest, faithful to the mission, consistent in performance, generous of time and talent, supportive of other musicians and caring about all who enter the hospital.

Music and More
Wendy Locke
Wendy Locke is steadfast and consistent in her commitment to play the piano in both lobbies. She was one of the first to join our Social Committee and has worked tirelessly to promote team building and comradery among the troupe. Her welcoming enthusiasm has contributed greatly to the active inclusion of new members as well as to the retention of our longer-term musicians. She has been known to crawl under the new pianos in search of solutions to our volume issues. She has draped lovely tablecloths over the grand piano to affect a “Mood du Jour”. She has fun and her enjoyment in playing the pianos is contagious.
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                      | NYPD Pizza             |
| Bear Dance Boutique                | Ollie’s Frozen Custard  |
| Blu Spoon                          | Oscar’s Original Donuts |
| Cheng’s Chinese Cuisine            | Oreck Clean Home        |
| China Buffet                       | Patchington             |
| Connect Hearing                    | Panda Express           |
| Edwin Watts Golf Shops             | Plantation Flowers      |
| Firehouse Subs                     | Purple Pig              |
| First Watch Restaurant             | Softballs R Game        |
| Gator Dockside                     | Sonic Drive In          |
| Giovanni’s Ristorante              | Sports Heaven           |
| Gotta Get Your Name On             | Subway                  |
| Honeybaked Ham                     | Takis                   |
| Jersey Mikes                       | The Village Groomer     |
| Jim’s Golf                         | Tierra Del Sol          |
| Johnny Rockets                     | Truly Nolen Pest, Lawn, |
| Kilwin’s                           | & Termites              |
| Koyame Asian Express               | Viva Nails & Spa        |
| Margarita Republic                 | Village Pet Villas      |
| Moe’s Southwest Grill              |                        |

**For NEW VOLUNTEERS & GOLF CART DRIVERS**

April 12 & 26 • May 10 & 24 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.