CALLING ALL **Elves**

**OR ANY**

**Wanna be Elves**

The time for holiday decorating is rapidly approaching and we need lots of volunteers to help decorate our hospital. We will be putting up and decorating 12 or 13 trees and over twenty wreaths throughout the hospital, adding lots of holiday cheer for patients, visitors, staff, and volunteers.

**Assembling trees:** Saturday, November 28th --- 9:30 a.m. --- 12:00 p.m.

**Decorating trees, Hanging wreaths:** Sunday, November 29th --- 1:00 p.m. --- 5:00 p.m.

See page 11 about the special wreaths!

The holiday decorating committee has been working diligently to add new decorations, more trees and wreaths, menorahs, and more to our holiday decor. Now, we really need your assistance to make all the holiday magic happen! There will be sign-up sheets near the sign in Kiosk. The new surgical waiting room should be open by then and we hope to display a 12’ tree there.

Billie Smith and crew have been working very hard collecting, buying, making and sorting everything so it will all run very smoothly this year. Our intention is to take it all down in the same manner we put it all up so we don’t have to go through the same amount of work next year. Of course, that means we will need a similar crew to help take everything down after the 1st of the year.

If you would like to participate in these fun-filled activities, or if you have any questions, please contact Sandy Giannuzzi at: (352) 259-4709

**NOVEMBER VOLUNTEER OF THE MONTH**

**John (Pat) Haley**

If you can keep your head when all about you
Are losing theirs and blaming it on you.
If you can trust yourself when all men doubt you
But make allowance for their doubting too.

...Yours is the Earth and everything that’s in it
And...which is more...you’ll be a Man, my son.

“If” by Rudyard Kipling, British Nobel Laureate, written in 1895.

No doubt the first 4 lines of Rudyard Kipling’s poem “If” were NOT going through Pat Haley’s mind when he reported for duty at the ICU waiting room at 8:00 am on Tuesday, July 21st. Little did Pat realize he would epitomize Kipling’s famous lines before the end of his day at TVRH.

His shift began normally enough. He stopped at the 3rd floor nurses station to pick up the current census sheet. Made his rounds in ICU to see if any visitors had stayed overnight in the rooms.

*Continued on page 3*
MESSAGE FROM OUR PRESIDENT

Our Revised Handbook

The Handbook has been approved! I will get it posted on the CFHAlliance.org web site as soon as possible. You may print a copy of it from there. Please be sure to at least read it, even if you don't print it, so you are familiar with it and know where to find answers you may have questions to. I am very happy with the thoroughness and layout of it.

(See page 5 for Step-by-Step help in finding it.)

In-Service Meetings

Please keep in mind the “In-Service” meetings that will be held the first 2 weeks of February. I intend to post a list of the dates and times of each meeting in the December issue of The Hummingbird. As printed in our handbook, “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.” That is one of the reasons for these “In-Service” meetings. This is also a good time to socialize and meet other volunteers working in your department. Please be available to attend one of your meetings during these two weeks.

Good News for our Auxiliary Office Volunteers

I just received good news that Ye Olde Thrift Shoppe is finally on the same sign-in Kiosk that the hospital is. That will make the work load for our Auxiliary Office much lighter. The Thrift Shoppe volunteers have been very patient (for the most part) while IT has been working to get this all accomplished. LOL, my year on the Auxiliary Office side has been much hotter than the one on the Thrift Shoppe side. Now everyone is happy (I hope)!!

Discounts

Don't forget to take advantage of the discounts that are still offered by our “Friends of the Auxiliary/Foundation”. (The list is on page 12)

Foundation Event List

Please notice the Foundation Event listing on page 7. There are a lot of items there that you should check out, not only for your own interest, but so you will be knowledgeable about what your Foundation is doing to raise funds. Don't let an outsider tell YOU what's happening at TVRH!! 😒

Nominations Coming Up

You have the opportunity to nominate yourself or someone you feel is qualified for our Executive Board. Deadline is mid-December. And we encourage you all to keep your eyes open for nominees for our volunteers that deserve recognition for their performance and efforts to make the Auxiliary better. Information on both are in this issue!

As always, I thank you all for making TVRH Auxiliary an amazing place to serve!

--- Jim Lemon, Auxiliary President
The Villages Regional Hospital (TVRH) Auxiliary Foundation is pleased to announce their annual See’s Candy sale fundraiser. For a limited time only, you can order one of the world’s most delicious and renowned candies, perfect for gift giving or sharing with that special someone!

To place your order, visit the table in front of the TVRH second Floor Cafeteria November 1 through 20 between 11:30 am and 2:30 pm, or stop by the TVRH Auxiliary Foundation Office November 13 through 27 (Monday through Friday).

Your candy purchase will be available for pick up the week of December 7 in front of the cafeteria. Proceeds will benefit the services and programs at TVRH.

---

**Gift Gallery Sales**

2 days ~ $5.00 Sale

**Monday, Nov. 16th and Tuesday Nov. 17th:** Masquerades is a company that conducts sales and gives a percentage to the group sponsoring the sale (in this case the Auxiliary). They have jewelry and accessories - all at the low price of $5.00. **Yes, that is $5.00 for each item!** Come and see what they have for you - and for you to give as a gift!

---

Chaplain Becky felt John did an amazing job in maintaining order. She says, "Pat was not intimidated, but he was always polite, calm, matter-of-fact and stayed on an even keel. He not only managed the chaotic situation of one family, but was able to insulate other people visiting their relatives and helped them enter ICU via a different entrance.” Rene Dubois, TVRH Security Site Captain, could not praise Pat enough for the way he made critical decisions in a calm manner. “He expressed empathy for the family and allowed them to mourn. He was quick-thinking, level-headed, and compassionate.”

Pat Haley just joined the Auxiliary in June of this year, but perhaps his background was what helped him through this difficult situation. He's a graduate of West Point ('52-'56) and saw active service in the Army Infantry from 1956-1972. He served in Vietnam twice, entering that service as a Captain and leaving as Lieutenant Colonel. He finished his career at the Pentagon. I'd like to think that a big factor in Pat's success in life and all that life throws at us, is the fact that his father had Kipling's poem "If" framed and hanging on a wall in their family home. He used to quote it so often that Pat had it memorized by the time he left for West Point. Thank you for your service Colonel Haley. We are honored to have you with us.  ~ Cindy Williams
IT’S NEVER TOO EARLY TO NOMINATE

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 recipients 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
- Team/Department
- Unsung Hero
- Core Values
- Improving Patient Care
- Leadership Excellence

Plus – Ye Olde
- Thrift Shoppe
  Their duties differ from what hospital volunteers do. Their awards are:
  - Reliability
  - Rookie of the Year
  - Artistic Creativity
  - Above and Beyond

Plus – Musicians
- Their duties differ from what hospital volunteers do. Their awards are:
  - Unsung Hero
  - Above & Beyond
  - Music & More
  - Musician Sensitivity

For more information on both Awards Nominations and Honorary memberships, please contact Rena Marchand at 352-409-2004 or TVRHAux@hotmail.com. Descriptions of all the awards are available on the Nomination Forms and in The Hummingbird, February 2015 on page 6
(If you are a little sceptical about using the website see the Step-by-Step on page 5)

ATM Testing Schedule for November

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

Tuesdays - November 3 & 17
You will get your TB test and your eyes checked the same day.

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

For ANNUAL VOLUNTEERS
Any Tuesday

Keep in mind that it may be quicker if you can avoid coming in on the same days as New Volunteers and Golf Cart Drivers - that is up to you, however.

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.

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.

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

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.
IT IS TIME for NOMINATIONS for OUR ELECTED POSITIONS FOR 2016

Nominations will be accepted by the Nominating Committee until mid-December. Nomination Forms can be picked up in the Day Captain’s office. Nominees must give permission to be nominated, based on the Handbook. You can find the Revised Handbook on the website: http://www.cfhalliance.org/ (see the bottom of this page for Step-by-Step Help.)

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.

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.

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!!
The number of 3rd Quarter Milestone Hour Winners is Great.

We had a very large number of 100 hours receivers. All of their volunteer hours are greatly appreciated. They will soon be at the next 300 hour plateau. There was also a very good number of 300 and 500 hour recipients. The 1,000, 2,000 and 3,000 hour recipients are very dedicated volunteers and we count on them to help lead us and always be on the job. Then you come to Mary O’Donnell and 7,000 hours. Mary spends a lot of time making sure that the Gift Gallery is running well and well stocked. The Hospital, Auxiliary Executive Committee and Foundation really appreciate everyone’s efforts.

In an effort to thank and recognize our volunteers in another way, beginning at the “In-Service Meetings” in February we will also be awarding a yearly recognition pin. We will award volunteers who have been an Auxiliary Volunteer for 3 years, 5 years, 10 years and 15 years. They are a very nice looking pin with a colored gem in the middle.

~ Jim Lemon, Auxiliary President

The pin logo is in raised polished gold and blue enamel on a recessed sandblast finish gold background, with The Villages Regional Hospital Auxiliary Foundation and Years Service in raised polished gold lettering on navy blue enamel borders, the year number in black on a polished gold background, recessed sandblast finish gold “wings,” and a gemstone.

If any TVRH Auxiliary Volunteer is sick or loses a loved one please see that our Secretary is notified along with a proper address so we may send an appropriate card.

Rita Montroy
352-751-2528
r2montroy@comcast.net

If a volunteer is in the hospital for more than 2 days we would like to know so we can send flowers. Contact your Day Captain.

As a volunteer you are part of our “family” and we care about each one of you and your spouse.
Ye Olde Thrift Shoppe IS BUSY
GETTING READY FOR THE
HOLIDAY SEASON
... with all sorts of bargains on home decorations, party clothes and extra linens for your guests. So if you haven’t ever stopped by to browse, now is the perfect time.

Shop Lady Lake Expo
Ye Olde Thrift Shoppe joined about 50 other businesses at the first “Shop Lady Lake Expo” on September 30th in the parking lot of St. Timothy’s Church. There were lawyers, bankers and realtors, to pet spas, food vendors and home improvement services. Over 100 people stopped by our table and registered their names to receive future information on the Shoppe and to possibly win one $10 gift certificate.

We talked to regular shoppers as well as to those who had no idea we even existed or where we were located. The majority of the attendees, however, seemed to have heard about us and were interested in picking up flyers and cards with the details.

Ever Wonder What Ye Olde Thrift Shoppe Takes for Donations?
One of the most asked questions for Ye Olde Thrift Shoppe is “what do you take?” The answer is pretty simple … ALMOST EVERYTHING! Over the past seven years, the volunteers at the Shoppe have learned there is a buyer for just about anything. Of course there are always exceptions – state health laws prohibit us from taking mattresses and some items are just too large and bulky for us to handle – like large pieces of exercise equipment, major appliances and the enormous non-flat screen TVs.

(continued on page 8)
We sell books, small household appliances, home decorating items, craft supplies, furniture, linens, dishes, golf clubs, jewelry, lamps, rugs, sports equipment, greeting cards, shoes, purses, hats, clothing, collectibles, kitchenware, office supplies and keepsakes … just to name a few.

The only other item that seems to be hard to sell is … used bowling balls! Why? … well avid bowlers want their own customized balls with the finger holes drilled to specifically fit them and casual/occasional bowlers just use one of the balls from the bowling alley – so there is little demand for any others.

Stop by and see what treasures you might find.

ANOTHER BENEFIT

If you volunteer for a minimum of 4 hours a month, you can get the hospital pricing for medications! Just take your prescription and submit it to the Leesburg Regional Medical Center Hospital Retail Pharmacy. (It is located on the 2nd floor behind the cafeteria.)

This is a good option if you are in the donut hole on your Medicare supplement (Part D). You cannot use any insurance -- you must be paying out-of-pocket for meds because they only accept hospital employee insurance.

What is the Medicare donut hole?
Most Medicare Part D plans have a coverage gap, sometimes called the Medicare donut hole. This means that after you and your Medicare drug plan have spent a certain amount of money for covered prescription drugs, you then have to pay all costs out-of-pocket for the drugs, up to a certain limit. The yearly deductible, co-insurance, or co-payments, and what you pay while in the coverage gap, all count toward this out-of-pocket limit. The limit doesn't include the drug plan's premium.

There are plans that offer some coverage while you're in the gap, for generic drugs for example. However, plans with gap coverage may charge a higher monthly premium. Check with the plan first to see if your drugs would be covered during the gap.
We are so blessed to live in a community of “active seniors” and active is the operative word for our environment! Most of us spend our days busily pursuing those things that keep us feeling happy and involved. We are proud of our independence. Most of us are unaware of the army of people that are always on call . . just in case we need them . . to help us if we are experiencing one of the scariest times of our lives . .the need for medical assistance!!!

THE VANGUARD OF PATIENT CARE . . . EMERGENCY SERVICES

Emergency Department Admitting

Arrival at TVRH can be by one of two ways, by car or by ambulance. If a patient is driven to our hospital by a spouse or friend, they will enter through the Emergency Department Admit Waiting Room. Our Auxiliary volunteer is located on the left of the ED door and it is his/her job to greet the patient and take that person to the Medic. The Medic works with the Triage Nurse to prioritize the cases based on clinical need. If the patient does not have a life threatening issue, they can be “Fast-tracked” where a Physician's Assistant or doctor can stitch lacerations, treat earaches or toothaches, and handle dislocations or fractures. If a patient cannot be fast-tracked, they will wait to be seen by a doctor in an emergency room unless their complaint is determined to be life threatening such as cardiac arrest. Patients needing urgent care are seen immediately.

Don’t assume that once our volunteer hands the patient over to the Medic or Triage Nurse, their job is completed. It has just begun!! If a patient is cold, there are blankets to get, if a patient feels nauseous, there are basins and towels to provide. There are coloring books, crayons and small stuffed animals to occupy children who are either patients or visiting. Patient charts are constantly reused so the empty charts must be wiped down with PDI and new, blank forms inserted. A red allergy bracelet and new label are attached on the outside of the chart.

Joanne Rogan has volunteered in ED Admit for quite some time and says that in order to work in ED Admit you have to be sympathetic to the patient’s situation and understand that they are apprehensive, nervous and most of the time, in pain. Her job is to answer their questions, calm them and give them information as soon as she receives it. Sound easy? It’s not so simple when you have a waiting room full of people and you have just received new information regarding Charlie Smith. Now what did Mrs. Smith look like? Joanne has to be constantly mindful of HIPPA laws and avoid giving out information to the wrong person, so when the visitor arrives in the waiting room, she writes down names and what they are wearing so she can identify them later. When she has an extremely anxious person, Joanne stays calm and reminds them that test results take time. Occasionally, she will ask the Charge Nurse to come out to talk to an agitated visitor or patient. Sadly, from time to time, she receives orders from the emergency room banning all visitors for a certain patient.
until further notice. Those are usually assault victims. Joanne says that most of the emergencies are due to either falls or abdominal pain. Injuries like sprains and players who were hit in the head increase significantly in baseball season. We are not saying that Joanne is superstitious, but if someone says they’re “not busy” in the ED today, the floodgates open and they are swamped. She prefers to say they are experiencing “light traffic”.

Why does Joanne like to volunteer? Because every once in a while, when she is out and about in the Villages, someone will come up to her and say they recognize her from the Emergency Department and they thank her for helping them through a tough time. Joanne receives Kindness cards and keeps every one of them. She says, “One of the perks of volunteering here is knowing I am appreciated for what I do for people.”

Emergency Department

An emergency department in any hospital is a confluence of people who are experiencing great trauma and fear in their lives. Without the right kind of management, regulation and personnel, hectic times could turn into a maelstrom of confusion and disorganization. Our Auxiliary volunteers are invaluable assets to the Emergency Room staff and help ease the way for large groups of stressed and frightened people to be examined, treated and either sent home or admitted for further procedures. Sandy Murphy and Bob O’Neal are the co-chairs of the 78 TVRH Auxiliary Emergency Department volunteers. Sandy says that some of the “right stuff” you would find in her volunteers is the capability to be observant and have self-initiative – to not only recognize a need for action but look for potential opportunities to assist. Her volunteers are compassionate – many times patients are alone in the ER and need someone to comfort them. There’s lots of walking so a good set of legs and a sturdy constitution go a long way. Their primary duties are to clean each room when it becomes available by putting on new bedding and restocking the supplies. They offer water, coffee and tea to patients and visitors and are encouraged to talk to upset patients in order to calm them if possible.

As the day progresses, the pace in the Emergency Department gets busier. There are 24 rooms in ER but on a busy day, the hallways are crammed with stretchers. The Charge Nurse evaluates all the patients arriving by ambulance. She communicates with the EMT’s while patients are both in the ambulance and when they arrive in order to assess and prioritize their clinical needs. The EMT’s stay with the patient until the patient is in a room in the ER.

Our Auxiliary staffs 3 volunteers for each of the 3 shifts, Monday through Friday. On Saturday and Sunday, there are 2 volunteers on each of the 3 shifts. Corey, an RN in the TVRH emergency department estimates that in a normal day, staff and volunteers will treat between 140-160 patients. In season and on a busy day, the number is greater. Corey says, “We LOVE our volunteers! They are such a vital part of this department.” Then she simply added . . “I thank all of them.”

Next month’s part 2 ....PATIENT CARE – THE ESSENCE OF A HOSPITAL
**Part of the Presidents Message from page 2**

“We had another very good Hummingbird in October. I want to thank everyone for their articles that help to make our Hummingbird interesting, informative and enjoyable to read. I especially want to thank Cindy for the article on the “Supply Chain” department. I look forward to each of these articles so I can learn more about our hospital.

Shari and Cindy are doing an excellent job putting this together for us by taking a lot of photos to add to the articles and making them more interesting and colorful.”

Shari and Cindy say ... “We really enjoy working on The Hummingbird together! We appreciate ALL the tips of a story or Kudo, as we get to know so many of you through these opportunities! We are becoming good friends doing this. since we need a lunch out for planning each month’s issue!”

**WREATH MAKING EVENT**

On September 29, Billie Smith offered the opportunity to learn how to make wreaths. The stipulation was that the first wreath each participant made would be for the hospital as part of the decorations for the holidays. She was excited that 13 volunteers and 3 guests came to learn. They all had a great time!

**WAY TO GO BILLIE, LOIS, AND BARBARA!**

Volunteers not only assist patients and visitors at the Hospital, they also go above and beyond for their fellow volunteers.

Billie Smith and Lois Finley, who work the volunteer shift from 12:00 to 4:00 on Thursdays at the ICU Waiting Room Desk, came to the aid of Judy Verhagen and Barbara Keiski, volunteers for the afternoon shift in the Surgical/ICU Waiting Room, during September.

When Judy suffered an unexpected, scary, health issue, Barbara immediately helped Judy into a wheelchair and called Billie and Lois at the nearby ICU Waiting Room Desk. Billie came right over to the Surgical Waiting Room to take over, and Lois stayed at the ICU desk to handle those duties alone. Barbara took Judy to the Emergency Room and stayed with her until her husband could get to the hospital. Billie continued to help Barbara in the ICU Waiting Room and Lois worked the ICU Desk alone for the rest of the shift.

Judy was admitted to the Hospital. After 2 days, several tests and a diagnosis, Judy was discharged. She is now getting treatment and doing well. She is “VERY” appreciative of everything that her 3 coworkers did to help her, and to make sure that the visitors in the Surgery Waiting Room and ICU, received the attention they deserve. **WAY TO GO BILLIE, LOIS, AND BARBARA!**
September 1st was the end of the discount coupons. **BUT,** 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 by becoming 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.*

**THE VOLUNTEER PLACEMENT OFFICE CAN HELP YOU!** *(VPO)*

*Does a Chairperson have to fill an open position?*

*Do you want to transfer to another department?*

*How about an additional volunteer shift in another department?*

We have a committed team of individuals ready to fulfill these needs. Lou Emmert, Chair; Carol Hughes, Co-Chair; Jeannie Rogale, Jeannie Meyer, Bob Bell, Gloria Counselman and Fred Goda make up this team that interviews, places and orientates new volunteers and finds positions for transfer or additional shift requests.

We have refined the process of bringing in new volunteers and it now takes only two weeks for a volunteer to get through the entire process. So far in 2015 we have been adding about 20 new volunteers in every two-week period.

Our team is always looking for ways to improve the process and better meet the needs of the Hospital, the Auxiliary Department Chairs and all the volunteers. If you have any suggestions or comments, please contact Lou Emmert at *702-203-0570 or jdemmert@embarqmail.com.* Or stop by the office and visit with us.

Find us on the second floor, behind the cafeteria at the end of the hallway where the Pharmacy is located.

---

**Discounts from... Friends of the Auxiliary/Foundation Who Support Our Members**

**BUSINESSES APPROVED**
- Athens NY Restaurant
- Bamboo Bistro
- Bear Dance Boutique
- Blu Spoon
- Chengs Chinese Cuisine
- China Buffett
- City Fire - Both Rest
- Connect Hearing
- Edwin Watts Golf Shops
- Firehouse Subs
- First Watch Restaurant
- Gator Dockside - Spanish Springs
- Giovanni's Ristorante
- Honeybaked Ham
- Jersy Mikes
- Jim's Golf
- Johnny Rockets
- Kilwins
- Koyame Asian Express
- Luigianos
- Margarita Republic
- Moe's Southwest Grill
- NYPD Pizza
- Oreck Clean Home
- Pachington
- Panda Express
- Plantation Flower Designs
- Softball's R Game
- Sonic Drive In
- Sports Heaven
- Subway - Bella Cruz Dr
- Takis
- The Purple Pig
- The Village Groomer
- Truly Nolen Pest, Lawn, Termite
- Village Pet Villas
- Villages Veterinarian
- Viva Nails & Spa

---

**RECYCLE YOUR MAGAZINES!**

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.