MESSAGE FROM OUR PRESIDENT

Cafeteria Update

I’m in hopes that by the time that you read this the cafeteria will finally be open. Unfortunately they have missed two deadlines. As in about everything, there are things beyond their control, and we just have to adjust and try to be patient.

Auxiliary “Headquarters” Update

They are working on our new Office area for the Auxiliary Office, Public Relations and Volunteer Placement Office. I still have not heard of any proposed time frame but at this time I am afraid to believe any date anyway. The Day Captain Office will remain where it is. We are still working on the plans for the Café/Gift Shop area so that will not begin for awhile yet.

Our Auxiliary is now on the web!

The Auxiliary Section on the cfh alliance.org website is now up and running. This means all we have to do is swipe our cards and it will plug in our time from any of the kiosk areas. We can also direct our friends to the website to easily find an application to volunteer, and enter hours served when you work outside the office, and find The Hummingbird! Just go to www.cfh alliance.org. At the top there are a row of drop menus. Select Auxiliary and choose TVRH.

We still are in need of 200 more volunteers.

Please spread the word.

Thanks for all that you do.

~ Jim Lemon, Auxiliary President
OUR MAY 2015 VOM IS ...

JOAN SLOAN
FRONT DESK

Joan works the information desk in the front lobby, delivers newspapers to the entire hospital and acts as an Ambassador as needed. Bob Messing, nominated her for VOM and he says: “Joan is the most upbeat, outward personality, positive volunteer I have ever met and with her Irish accent which is the icing on the cake, makes her outstanding.”

Joan applied to volunteer when the hospital was being built. She says that she kept calling and didn’t get a call back for so long that she was afraid they didn’t want her. (Can you imagine?) She worked with Theresa McFadden at the east campus for many years, and then she was asked to start patient admittance. So she worked by herself with no desk. It has evolved into the department it is today. She stepped down from leadership and is content to come in on Thursday mornings to work with the “best crew ever” to deliver papers and guide people to their destinations.

The accent ... Joan’s family moved from Ireland to Ontario, Canada 55 years ago where she met her husband, Jim. Joan and Jim married and moved to Boston. They moved to The Villages area 17 years ago. They have 4 children, 8 grandchildren, and their first great-granchild on the way. Thank you Joan for all you are and all you do.

A HOSPITAL WOW STORY!

“I was recently a patient in the cardiac wing of TVRH after having a valve replacement by Dr. Tim Moore. From the time I arrived to the time I was discharged four days later, I felt totally comforted by those caring for me. Thank you from the bottom of my heart for such outstanding personnel. I give your hospital an A+ and I plan to tell others!”

HOSPITAL TOURS AVAILABLE

Deidre Rosemond, the Patient Navigator, for the Auxiliary Foundation of TVRH is now conducting tours of the hospital. If you see her in action, just smile and wave. We’re a friendly group of volunteers!

See page 7 to learn more.
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 in 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 Health Care Facility.
• Ask if there is anything else you can do for the patient/visitor before ending
SPECIAL RECOGNITIONS
1st Quarter Milestone Hours for 2015

8000 Hours
Joseph Stec

6000 Hours
Sandy Nusbaum

4000 Hours
Sandy Murphy

2000 Hours
Mildred Strauss
Jacqueline Salus

1000 Hours
Mary Gentile
Judy Flood
Margaret (Jeanne) Wandall
June Watkins
Bernadette Youngblood
William Challenger
Mary Baker
Shirley Akers

500 Hours
Nancy Peschon
Freda Pfeiffer
Carl Woodward
David Maxfield
Patsy Ridenoir
Virginia Intemann
Elaine Nelson
Cynthia Silvestrnucci
Marilyn Brandt
Margaret Skieczius
Carol McDougall
Patricia Cerar
Margaret (Maggie) Jaeger
Hershel Chapman
Doris Grassi
Phyllis Jessup
Deborah Ballard
Madeline Daviaux
Joseph Law
Robert Irvine

300 Hours
Carol Zoellner

Vera Pitel
Marie LeHive
Horace Frantz
Howard Glitt
Bernie Harkins
Michael Mulcahy
Nancy Meyer
Skip Dolan
Barbara Biggs
Judith Terraciano
Kay Pallas
LuAnn Schiff
Florence Howard-Shortino
Posie Clymer
Joani Boland
Cecil Biggs
Penny Lisle
Elizabeth Flotte
John Drewes
Rita Roland
Doris Bouffard
Dennis Hartman
Sandy Bhatia
Francine Brooks
Janet Haviland
Donald Bucklew

100 Hours
Ruth Ann DiMare
Bonnie Coffee
Barbara Zurzolo
Anna Marie Blackwood-Muench
David R. Nelson
Leonard Alper
Edward Carbone
Richard Tisovec
James Nye
Robert Messing
Tim Hulen
Nancy Lampitoc
Ann Fariello
JoAnn Hanebrink
Janice Peters
Mary Ellen Doyle
Beverly Kennedy
Ronald Davis

Karen Damkohler
Yvonne Blake-Harraghy
Karen Good
Barbara Brecht
Shirley Gossard
Arlene Nall
Pamela Bushman
Jason Guion
Cliff Cable
Richard Nunan
Sarah Gray
James Youngblood
Wilma Jamieson
Dennis Ricker
Cathryn Shuart
Gerry Stanley
Karen (Kay) Glessner
Sherry Denise Johnson
Rosemary Beales
Lois Finley
Donna Hoke
Brownie Graham
Dick Davie
Lynn Silvis
Carol Thomas
Rogers Flanigan
Pamela Monique Marchant
George Jamieson
Martha Trone
Susan Matza
Linda Travers
Linda Lorge
Amanda Clark
Helen Kupiec
Jonathan Petrone
Tramaine Walker

Remember to Use Your Restaurant Coupons!

While visiting your favorite vendors, ask them if they might be interested in offering a discount to TVRH Volunteers and become a “Friend of the Auxiliary” if they are, contact Carol Hughes (302)222-3621. She’ll take it from there!
After what seems like years, we are getting near the end of our refurbishment of the new building (YOTS2) for Ye Olde Thrift Shoppe. The contractor is finishing their part and soon the internal work of setting up displays, moving merchandise and retrofitting YOTS1 will begin. The Shoppe will be closed for about two-weeks during this work and will re-open with a Grand Opening in late May.

The new space will almost double the amount of retail space and allow us to take donations of larger furniture items to sell. This expansion will also allow us to have all the merchandise for sale on the ground floor – no more stair climbing for customers.

As more and more re-sale and thrift shops open in the area, there is plenty of competition, but we are confident that the community understands the uniqueness of our Shoppe and appreciates that ALL of our profits go to our local hospital.

Ye Olde Thrift Shoppe is open Tuesday thru Saturday from 10:00 a.m. to 4:00 p.m. and is located at 106 W. Lady Lake Blvd. just two blocks south of the CR 466 and US Highway 441 intersection. For more information call us at 352-259-5853.
Last month, I introduced Deidre Rosewood to you, only I used the wrong name. She is Deidre Rosemond! So sorry Deidre.

Deidre is our new Patient Navigator working from the Foundation Office. She is a special representative to our donors, which is what our Foundation is all about ….

Let’s begin by listing the donor options:

**Partner Recognition Program**

- $100 per Brick in Sharon Morse Celebration Garden
- $250 nameplate on Tree of Life and Love
- $500 Friend
- $1,000 Sustainer
- $2,500 Caregiver – Touchstone Society
- $5,000 Supporter
- $10,000 Believer
- $25,000 Achiever – Royal Palm Society
- $50,000 Healer
- $100,000 Nurturer
- $250,000 Benefactor
- $500,000 Fellow
- $1,000,000 Philanthropist

**Touchstone Society**

The Villages Regional Hospital Auxiliary Foundation has been a touchstone of leadership and support for the important work of healing in our community. Our Touchstone Society is a unique VIP program for special friends and their families who are touchstones of leadership and support for our Foundation.

For a single donation of $2,500, this annual giving program offers donors and their families the opportunity to establish an annual gift-making relationship with the hospital and earn VIP benefits throughout the year. Members (and family members living in their household) are entitled to the following **BENEFITS:**

- Upgrade to private patient room *(when applicable)*
- One free family member meal each day within our TVRH facilities
- Discounts on additional meals in TVRH facilities (10 percent)
- Discounts on flowers and gifts in our gift shop (10 percent)
- Preferred hospital parking
- A Patient Advocate through the Foundation Office
- Recognition of your family on the Foundation’s website
- Annual recognition dinner and invitations to special events

This is where Deidre comes in. It is her responsibility to ensure our Touchstone and Royal Palm friends have no problem getting the benefits they were promised for their donations. Deidre also conducts tours of the hospital by appointment.

**Our Royal Palm Society** is The Villages Regional Hospital’s most prestigious patron recognition. Royal Palm Patrons are those whose cumulative gifts or pledges to our foundation have reached $25,000.

These unrestricted gifts to the Royal Palm Society are utilized where the need is greatest and help advance our overall programs and outreach to our community.

(continued on page 7)
Royal Palm Patrons enjoy a camaraderie and sense of mission. They are to be acknowledged and celebrated for their generous support with a series of honors, hospital privileges and special invitations. Patrons may participate in exclusive functions throughout the year, and each hospital offers VIP patient privileges to Royal Palm Patrons and their dependent family members.

VIP PATIENT PRIVILEGES:

- Royal Palm Society membership card: We provide the card identifying them as a member of this elite circle of friends. Royal Palm Patrons and their dependents will receive the private number of our Royal Palm liaison.
- Personal patient representative: Our Royal Palm liaison will assist in coordinating your personal service and expedite administrative procedures, requests, pre-admission assistance, etc.
- Personalized admission and registration: At bedside, when possible.
- Physician liaison: The Royal Palm administrator can collaborate with the designated physician liaison.
- Preferred parking: Privileged parking for all Royal Palm Patrons.
- Emergency care: Royal Palm Patrons who visit our emergency department will receive care from members of our superb medical staff. Every effort will be made to promptly notify your Royal Palm liaison of your arrival. Whenever possible, please let the emergency registrar know you are a Royal Palm member or show your Royal Palm Society card.
- Upgraded rooms: When your medical condition permits it, you will receive preference for an upgraded room whenever available.
- Special hospital amenities: The Villages Regional Hospital Auxiliary Foundation coordinates special amenities, including gourmet meals (when medically allowed); guest trays; fruit baskets; robe; flowers; newspapers, and magazines. *Privileges and amenities are subject to change.

Royal Palm patrons also receive special honors and privileges, including:

- Plaque dedicating a patient room or other facility.
- A distinctive Royal Palm patron plaque signifying your elite commitment.
- Permanent recognition on our donor wall.
- Special VIP invitations to all The Villages Regional Hospital Auxiliary Foundation events.
- Public recognition and photograph with Patron’s permission.

THE AUXILIARY FOUNDATION MISSION STATEMENT

TO RAISE FUNDS AND CREATE AWARENESS OF THE SERVICES WHICH OUR HOSPITAL PROVIDES TO MAINTAIN AND IMPROVE THE QUALITY OF PATIENT CARE.

The Auxiliary and the Foundation work as a TEAM to support The Villages Regional Hospital. The Auxiliary Volunteers fill positions at the hospital to serve the patients, their efforts save the hospital approximately $1 - $2million/year. The Foundation raises funds by soliciting donations and community business support, and overseeing fundraising events to meet the financial needs of TVRH.

TVRH NEEDS 200 MORE VOLUNTEERS TO COVER ALL THE NEEDS THE NEW EXPANSION BRINGS. Help Us Recruit!!
EFFIE MILLER
During the 13 years that TVRH has been open, there are maybe a dozen Auxiliary Volunteers who have had a significant impact on the direction and success of the Auxiliary – well Effie Miller is definitely one of those.

Effie joined as an Auxiliary volunteer just as the hospital opened in the summer of 2002 working in the ED Admit area. She became involved in fundraising shortly thereafter and helped launch the first significant fundraiser – a cookbook called “Sharing Our Best”. She agreed to become Treasurer of the Auxiliary in 2006 and then served in that role for the next nine years! In the early days, Effie had to educate us all on the importance of including our 501(c)3 tax identification on all documents and the dangers of calling anything a “raffle.” (It’s definitely a no-no to have a raffle in this state – it’s considered gambling without a license).

In the summer of 2008, Effie was part of the four-person group who were tasked with the job of implementing a thrift store to raise money for our hospital. She assisted in the creation of a pro-forma to forecast the potential cost and revenue from the store. In fact at the time, Effie was one of the few people who even understood what a “pro-forma” was. This store became “Ye Olde Thrift Shoppe” and she continued her support of the project with monthly reports of expenses and profits until her recent retirement. She also served as Comptroller for all the Hearts for Our Hospital galas the pasts seven years.

But probably the most significant thing Effie did for the Auxiliary was establish an accounting system that has been able to grow and support the expanded scope of our fundraising, including the creation of the Auxiliary Foundation. She served as the Treasurer for the Auxiliary Foundation during the first year getting the new organization started with the implementation of rigorous accounting controls.

Effie will be happily reading books, playing Bridge and enjoying some free time in her retirement, but we will miss her passion for excellence and her mischievous delight when receiving a check for the Auxiliary’s fundraising efforts.

DEAN WAGNER
Dean was one of our first Day Captains. Dean volunteered in Citrus Co. at the hospital there until moving over to our hospital. You could always expect a smile when you checked into the Day Captains office on Friday Mornings. Dean was a very good friend of Jim Lemon’s and Jim will miss their conversations. Dean, like Jim, was originally from Michigan, so they had many discussions about home.

Dean has been married to his lovely wife for 61 years. Their health has been failing as of late and Dean felt he should resign.

Our Auxiliary Officers and the Foundation Board will both miss the contributions that both of these volunteers made for a long period of time.