A year has passed since I became your President. We have gone through a lot of changes and additions in that year. It would not have been possible without the help and cooperation of all of our volunteers.

**Department Changes**
We added the Musicians to our Auxiliary and we welcome them to their first Annual Awards /Recognition/ Installation Luncheon. We are very happy to have them with us. Also in recognition of the fine job they do, Ye Olde Thrift Shoppe volunteers have their own awards this year.

Some departments were expanded, some added, and a couple dissolved. This takes a lot of adjustment and co-operation by everyone involved. Since phase II will not be done until November, we need to continue to work closely together, be patient and work through any problems or changes that may arise.

**President’s goals for the past year**
When I took office I set some goals to achieve during my term. They were:

- 1. Get new Golf Carts for Outside Transportation.
- 2. Start a Public Relations Department. Carol Hughes and her crew have worked very well for us in town squares, club and organization meetings.
- 3. Start a Case Management Department. We got it started but it didn’t work as well as we planned so those duties are now part of Patient Care.
- 4. Combine the Auxiliary Office and the Ye Olde Thrift Shoppe Office into the main Hospital. This is near completion.
- 5. Make the 3 Auxiliaries units, Hospital, Musicians and Ye Olde Thrift Shoppe, all work under the same handbook.
- 6. Develop post cards & tri-fold hand outs for all 3 departments.
- 7. Shorten Interview to Orientation time. It now takes only 1 week instead of 3 weeks to put a new volunteer into active duty.
- 8. I wanted to have 1,000 Volunteers, still working on this one. Now I think we will need closer to 1,200 volunteers.

*continued on page 2*
Volunteer Growth
When I took office we had about 650 members. Now we have about 850 members and we need another 200, or more. Our PR department is doing all they can to try to fill our empty positions. When phase II does finish we will need even more volunteers. If you have a friend, neighbor or relation that is looking for something to do to give back to the community, please ask them to join us. To all of you, our existing volunteers, I ask you to please stay with us. If you would prefer to work in another department please notify the VPO (Volunteer Placement Office) department, and they will try to accommodate you. We can't afford to have a large turnover. If you would like to add another shift we would really appreciate that too. Stealing a note from my inaugural speech; “while we are all volunteers, please remember that we need you as a volunteer to work in your position or we wouldn’t have asked for your help. Always be sure that your position is filled. Never say “I’m just a volunteer so I’m not needed today”. Make every effort to get your own sub and notify your Chairman. We are all volunteers and we need to work together in a common goal.” Volunteering helps us keep our minds and bodies active so we can live a more fruitful life and like we still have a purpose in life. I know it works for me.

Construction Update
Our Auxiliary Office, PR and VPO departments will soon be housed in the main hospital on the 2nd floor at the end of the Pharmacy Hall. It is not as big as I was hoping for but it is a start and we are all housed in the same convenient area where you may check with them for any of your volunteer needs.

The ATM department will take over the old Auxiliary Office in the East Campus. The Hospital has also given us a better meeting room for our interview and orientation process. Now we won't get kicked out of room 520 when hospital staff needs the room.

The Cafeteria is open so we can once again have the food voucher for our meals. It took longer than originally planned, but when doesn't construction take longer than planned? Now we can have the FREE COFFEE that was a source of frustration for many. I thank those that understood the line of reasoning and hope those that felt I was an ungrateful SOB will be ok now.

We soon will be remodeling the Gift Gallery and Café areas in the Hospital. They will be shut down for about 8 weeks. I have consulted with them about their needs/wants/desires and the hospital has listened to our input. We may not get everything we ask for but they are at least considering our requests.

Final Speech Comments
My year in office has not been without some controversy. I apologize for the inconvenience and discontent that my decisions may have caused but I am thinking of the entire organization and not just a select few. I feel that I have worked hard to help all departments get the things they need help to them do their job better and more efficiently. I have consulted with many of the department chairs to try to meet their needs and/or desires.
OUR PRESIDENT'S SPEECH continued from page 2

I would not have been able to achieve most of what I have done without the help of a very good core group of people. I want to thank and recognize the Executive Committee, made up of your Executive Officers and all of the chairmen/women of each department. Shari Kumler, Editor of our Hummingbird, which she is now publishing monthly for us. Barb Lovett and all of the Day Captains who help keep each day running well. Rena Marchand for heading up Ye Olde Thrift Shoppe and working through the expansion there. Pat Kronk for organizing and getting all of the Musicians on board with our Auxiliary. and, of course, Dick Campbell, Paul Farineau and the Board of Directors of the Foundation, that have helped and supported me. The Foundation is the one that bought the Hams/Turkeys etc for us at Christmas. As you can see I have a very large core group to work with.

I have one more year in Office and I hope we can continue to grow and expand in our ability to help and improve TVRH. I know we can do it if we all continue to work together, be patient, and continue to adjust to the changes.

Thank you for all that you do and for your patience while we continue to make all of these transitions.

--- Jim Lemon, Auxiliary President

OUR JUNE 2015 VOM IS ...

WILLIAM “Bill” VAN RIPER

EVERYBODY LOVES BILL.

Bill had volunteered for a long time before his wife became unable to be left alone anymore. He returned in March 2014 and is now is known as a caring gentleman, even though he calls his co-volunteers, Arlene and Nancy, his “harem” as he works at the front desk. He is adored by everyone, friendly, helpful and goes beyond to help.

Bill loves country music, and used to sing “You Are My Sunshine” all the time with his wife. He can be found at the Orange Blossom Opry a couple times a week where he does the closing ceremony. He is active in his church and delivers Meals on Wheels. He is also President of the Tennis Club. He won a gold medal (check out his picture), for the Senior Tennis Olympics in his age group.

Arlene and Nancy couldn’t be more excited to be able to brag about their friend Bill, and Marcella joined right in because she had traded time so Bill could enjoy celebrating his 86th birthday. Congratulations Bill, it seems you deserve to be Volunteer of the Month! He was nominated by Edie Otero.

ATM SCHEDULE AND DATES for JUNE, JULY & AUGUST

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

Tuesdays, June 2, 16 & 23
July 14 & 28 • August 11 & 25

.... you will get your TB test and your eyes checked the same day.

FOR ANNUAL VOLUNTEERS
Any Tuesday.... keeping 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.

The location: East Campus
3rd floor old Auxiliary Office
8:00 to 11:30 am.

It is mandatory that every volunteer be recertified annually during their birth month.
THE AUXILIARY MUSICIANS HAD A SOCIAL

We had a delightful social for the Auxiliary Musicians on Friday, April 17th, at Burke’s Barbecue on 466A. We scheduled the event in an effort to include all of our musicians before the Snowbirds returned North. We used that opportunity to present to Lynn Irish our Founder’s Award. Lynn Irish founded the Lobby Musicians in 2007.

Tim Burke, Owner/Manager, offered a great “special” for the attendees, and ensured a comfortable fun evening in the Gazebo. Tim’s young son, also named Tim (aka “Bo”) seemed to be taken by our crowd, and offered his own form of “TLC”.

Rich Tisovec brought his keyboard, and several musicians played. Bibus Brigham played some jazzy tunes, to which many sang and everyone applauded. Bo, it turned out, was really taken by her ability to play the piano. He went over to her and said “I want to give you this shiny new penny because you play the piano so good”. Bibus thanked him for his gift, and told him she would like to “put this shiny new penny in the pot for the new piano for the new lobby”. He looked at her rather solemnly, then reached into his back pocket, and pulled out more pennies to add to the “piano pot”.

I’d say our party was a success in more ways than one!  ~Pat Kronk

Friends of the Auxiliary Foundation – Who Support Our Members

Ay!Jalisco
Bamboo Bistro Asian Fusion
Billy’s Cafe
blu spoon
Bob Evans
Bravo Pizza
China Buffet
City Fire
Firehouse Subs
First Watch
Gator’s Dockside
Honeybaked Ham Cafe
IHOP Restaurant
Jersey Mike’s Subs
Jim’s Golf Shop
Johnny Rockets
Koyame Asia Express
Luigino’s
Margarita Republic
Moe’s
Ollie’s Frozen Custard
Panda Express
Red Sauce
R.J. Gator’s
Sakura Japanese Restaurant
Sam’s St. Johns
Sonic
Subway
Takis
Tierra Del Sol
TooJays Deli

6-8-15

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!
THE 2015 AUXILIARY AWARDS LUNCHEON

We had an amazing time at the Annual Awards Luncheon on May 29. The attendance was higher than ever before and we offered more awards this year than before. That would be thanks to you, the fellow volunteers. We are including all the awards and why they were received because we want to show you what you are looking for when voting for each other. We offer these people up as the amazing individuals that serve with you, and hope that next year, you will look around and find new volunteers to be honored for their dedication.

MUSICIAN Auxiliary Awards Presentation
presented by Pat Kronk, team chairman

**Unsung Hero Award:**
A member of the Musician Auxiliary whose reliability, adaptability, dedication and commitment has added to the service of the Music Program.

**Rich Tisovec,** as a cancer survivor, wholeheartedly believes in the healing benefits of music. He is the mastermind of the Lobby Music Program within the Moffitt Cancer Care Center. It became his mission to duplicate the Hospital Music Program within MCCC shortly after it opened in the Villages. He donated a keyboard, and designed an amplification system that pipes live music into the lobby of the Sharon Morse Building.

Rich envisioned live music played by caring musicians in an environment that calls out for comfort, and he made it happen. The fruit of his labor is now a 9:00 am to 3:00 pm, Monday through Friday program in MCC, with 21 musicians: 18 playing keyboard, one playing accordion, and two playing guitar.

Thank you, Rich Tisovec, for your creativity, adaptability and commitment, and for expanding the service and excellence of our music program.

**Musician Sensitivity Award:**
Member of the Musician Auxiliary who embodies the aesthetic value of music, demonstrates sensitivity to the needs of listeners, and whose musicianship provides calm, support and comfort to those who hear him/her perform.

**Nancy Peschon’s** love of music, enjoyment in playing piano, kindness, sincerity and genuine caring about her listeners, has been consistently demonstrated over the years. She projects an attitude of “how can I help?”. Nancy gives of herself, and asks for little in return: a lamp for dark days, and a shade on the (lobby) transom windows. She got the lamp... and we moved the piano!

Stories of Nancy are plentiful. One gentleman expressed his appreciation by reporting how much her music and conversation helped him. Another commented on her soothing music, smiles of encouragement, an ear for his concerns and quiet conversation. Her peers appreciate her hearty laugh when all is good, and gentle understanding when all is not (good).

Nancy Peschon personifies the Musician Sensitivity Award.

**Above and Beyond Award:**
Member of the Musician Auxiliary who exemplifies the core values of the music program and whose service and contributions are significant to the success of the music program.

**John Drewes’** quiet countenance, confidence and gentle demeanor match his musicianship in soft, reflective melodies, and his smile and laugh are equally reflective in his livelier tunes, all played with his listeners and environment in mind.

John exemplifies the Core Values held by the music program as well as the Auxiliary. He is a caring individual, and has demonstrated his commitment to our program by his consistency in playing, confidence in his talent, respect of the rules, and concern for his listeners.

He plays 3-4 hours each week, and because he understands the role music plays within the hospital, John has volunteered many times to cover for other musicians who are ill, or undergoing a challenging personal issue. He exemplifies a “yes” attitude when asked. To quote him: “this music program is a gift from the heart”. John does not just “play” the piano, he plays from his heart.

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This was the first year we had awards specific to Ye Olde Thrift Shoppe so it was not an easy task to narrow down the winners.

**Rookie of the Year:**
An individual who has recently joined Ye Olde Thrift Shoppe as a volunteer but has already shown a remarkable level of skills and dedication.

**Kie Steve** joined YOTS in 2014. Her energy is amazing and she is quite willing to tackle any project, no matter how large or small. Her efforts have made donations sell quicker and for more money. She is a self starter and non-stop worker – and even takes projects home. We don’t know how we got so lucky, but we are so delighted to have her as a volunteer at Ye Olde Thrift Shoppe. Kie has organized, measured and packaged window blinds, polished silver, measured, labeled and packaged donated quilting material, created staging materials, and cleaned, cleaned cleaned! She even lets us store stuff in her garage. If only we could clone her.

**Artistic Creativity:**
An individual or team, who has demonstrated a talent for making the Shoppe more appealing to customers by the creation of displays or other implementation of unique ideas to showcase items for sale.

Part of what makes Ye Olde Thrift Shoppe unique and special, is the way we present our merchandize. **Ina DelBosco, Judy Watts, Nancy Cummings, and Valerie Kaman** are gifted with this talent. The creation of vignettes attracts shoppers by enabling them to see the possibilities of each item donated – thus increasing the sales. It is definitely a group effort to ensure the Shoppe does not look like a warehouse of junk. work together and individually every week to set the tone of our Shoppe by creating eye appealing displays. In fact, the staging is so good that many shoppers forget it is a thrift store and think of it as a boutique – to the point of asking if we have or can get them a second matching lamp or a dress in a different size!

**Above and Beyond:**
An individual who has shown a style of dealing with co-workers that makes them feel part of the team and confirms their value to YOTS.

To call **Jeanie Hendrix** a “mother-hen” is totally inadequate, because she is so much more. She is like a big-sister or caring aunt to everyone with whom she works. She notices the moods and needs of her staff and always make them know she appreciates their work. Even customers are drawn into her circle of care. If one of the volunteers cannot work, because they are sick, out of town, or handling family challenges, she keeps in touch with them – so they know she wants them to return as soon as possible and know she is available to help them if needed. Jeanie’s caring attitude has helped retain volunteers who otherwise might have quit – definitely a positive impact on our success.

**Reliability:**
An auxiliary member working at Ye Olde Thrift Shoppe who has shown outstanding dedication in their responsibilities – always covering their shift or ensuring they have a substitute.

This was the hardest award to extend. The committee finally decided we had to give three of these awards.

**Rich Morrison** is “Mr. Reliable” – rarely absent and always working. Rich covers two pricing shifts each week at Ye Olde Thrift Shoppe and can always be counted on to help even more with special sales or Christmas pricing. This volunteer will do anything from carrying heavy bags upstairs to testing, wrapping and tagging bins and bins of Christmas lights. He has an enviable attitude and makes an effort to know and get along with everyone.

**Bob Brown** has been with us for over six years, almost from the day we opened. He too works as a pricer so he has repaired, tested and cleaned donations. He is always good natured, never complains no matter what he is asked to do and is extremely thoughtful. His co-workers say they miss him when he is not there. Bob just keeps on working and working without being asked.

**Betty McDermid** can always be counted on and always is upbeat and ready to help. She is described by her co-workers as prompt, patient and pleasant with a super attitude about work and life. She works multiple shifts and will come in if someone needs special training or help on a project; she even takes home projects like attaching small strips of foam to all the clothes hangers to help prevent the items from falling off. Talk about patience!

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Unsung Hero #1:
An individual, deserving special recognition, who has shown consistent reliability, adaptability and service to the auxiliary. May be awarded to anyone.

Shari Kumler took over the production and editing of the Auxiliary Newsletter (The Hummingbird) as well as the newly initiated newsletter for the Auxiliary Foundation. She does an incredible job on these two publications and has even increased the Hummingbird to monthly.

Shari works ‘behind the scenes’ to make other groups or other departments more successful. Her attitude is what makes Shari so special - She tackles new jobs with enthusiasm and accuracy no matter what demands are being placed on her. She handles stress and deadlines with a calm “get it done” style that make those working with her not want to disappoint her. Communication is more critical than ever due to the increased size of the Auxiliary and the many changes in progress with the expansion of the hospital and the creation of the foundation. Shari’s efforts are improving communications at all levels and in all areas of the Auxiliary – thus making us a more professional and effective organization.

Unsung Hero #2:
A second award was needed this year because Marge Dombek received multiple nominations and is definitely an Unsung Hero! She has been a dedicated worker since June of 2002, and she willingly and cheerfully puts in many extra hours – working late into the night or on weekends to help the chairs. Her efforts ensure the Gift Gallery is well stocked, clean, nicely decorated and always ready for customers. The Gift Gallery not only raises money for our hospital, it provides a valuable service to visitors needing a quick card, gift, or just a break from the stress of visiting a loved-one in the hospital. Marge greets everyone with a smile and is always ready to lend a hand. She is generous with her time and her dedication is inspiring.

Improving Patient Care:
This is given to an individual or team, that has inspired improvements in patient and hospital services.

Patient Care is at the heart of the Auxiliary’s charter so a volunteer who positively impacts that function is priceless. Anita Hart is a favorite of all the nurses and a dynamic force on the 2nd floor. She readily accepts any challenge from the staff or from her chair and is thorough and consistent in all her duties. Although she is often the only volunteer on her shift, she still manages to complete all the tasks with a smile and a friendly attitude. She does an excellent job training new volunteers in Patient Care, making sure they understand how important it is to properly perform the tasks.

Core Values Award:
Awarded to a volunteer exhibiting the 7 values - Respect, Stewardship, Integrity, Service, Teamwork, Innovation, and Quality.

Edie Oteri is Chair of the Front Desk. Edie has had to adapt to many changes during the past year and has made sure her department and the Auxiliary president are continually provided with updated information. She exemplified Respect from her department; Stewardship in running her department; Integrity in balancing the desires of the hospital with the constraints of her volunteers; Service, by making sure everyone is properly trained and doing the job consistently; Teamwork to ensure all the duties are covered; Innovation in the methods to perform the duties of the department; and Quality by instilling a mindset that the front desk is the “First Impression”.

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Outstanding Team Award:
A team, who has worked together at an exceptional level, has improved patient care and/or services.

Any one of these four managers could easily deserve an award, but what makes them even more special is the way they work as a team to solve the problems and challenges faced every week. This group has been together for over five years without turn-over working to ensure Ye Olde Thrift Shoppe runs smoothly on all fronts so as to maximize profits from the endeavor. What started as a group of forty volunteers has grown to over 130 volunteers so the span of control for each manager has tripled in the five years! Shirley Teague serves as Merchandise Manager. Pat Wesolowski manages special projects and overall store communication. Charlotte Romahn was recruited to handle all the accounting and money issues – including ensuring adequate change is available daily and that all monthly income reports are done. Kathy Greenfield has conquered the task of staffing eleven shifts a week with five different required job types.

Outstanding Department:
A department who has worked together at an exceptional level, has improved patient care and/or services.

There were more nominations for volunteers working at the Gift Gallery than any other department. The Gift Gallery provides cards, gifts and flowers for both visitors and patients. They somehow make the small store sparkle with seasonal and unique gifts of all kinds while raising money for our hospital. Each Gift Gallery volunteer understand that part of their service is to offer a brief respite for family and friends visiting loved ones in the hospital by browsing the store or just chatting with someone friendly. Mary O’Donnell is one of the original organizers of the department. Marilyn Veldorf is the Chair with June Brandeberry as her co-chair.

Leadership Award of Excellence:
Awarded to an individual who has provided outstanding leadership, support to the organization, and has worked beyond the call of duty.

During the past year, Pat Kronk was charged with getting 50+ volunteers to fill out applications, sign the various forms, take the ATM, get their TB tests and of course attend Orientation so as to become Auxiliary Members. This was no small feat Pat but did it! Pat took on the task without really understanding what was involved, but she quickly learned all the necessary details, forms and processes. This was done while she maintained the daily schedule of staffing. This could only have been done with the patience and influence of her leadership. Having music in both the main hospital and the Moffitt Cancer Care Center is amazingly soothing to both patients and their families. Even many of the hospital staff will stop and listen to the musicians – giving them a break from their stress. Pat’s outstanding leadership definitely deserves this recognition.

Volunteer of the Year:
An auxiliary member who has made an exceptional contribution and shown outstanding dedication to the organization and/or to the patients he or she serves.

Carol Hughes. has worked tirelessly developing new departments and procedures. She has given presentations to almost all of the other departments to explain and promote the AIDET acronym. Carol is currently the Chairman of the PR Department and Chairman of the Ambassadors. She has also serves as co-Chair of the Moffitt Center. She has worked with patient care to enhance their jobs and to help them understand the importance of how they do the job. Carol is past chairman of the Volunteer Placement Office but still works in that function.

In this time of increased demands for volunteers as our hospital expands, Carol’s enthusiasm and dedication are making a difference. She has given presentations to groups, participated in newcomers meetings and worked during vendor nights in the town squares. This has increased new volunteer applications and enhanced the overall visibility of the Auxiliary.

It was decided this year that the name of each Volunteer of the Year would be inscribed on a brick to be placed in the Celebration Garden of our hospital. We will go back and create bricks for all the previous Volunteers of Year.

The President’s Award:
The winner is chosen only by the Auxiliary President. This is the person who has made a positive contribution to both the organization as a whole and to my term as President.

Milly Barbarite is and has been the glue of the Auxiliary Foundation Office and all of the extra money making events, especially the Gala. She works tirelessly organizing and making sure that all the details are completed so the event will run flawlessly. Milly has developed documentation for the Gala process which will save immeasurable hours in preparation for upcoming Galas. Her experience in event planning has been a huge asset for our Auxiliary fund raising efforts.

Many times I have walked into the office and could tell that she was ready to pull her hair out, because other people had not done their job so she was filling in for them, but she had a smile on her face for me as we began our usual banter. Whenever I had questions or needs she always had time to help me. She supports and assists the Auxiliary in any manner that she can.

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TVRH NEEDS 200 MORE VOLUNTEERS TO COVER ALL THE NEEDS
THE NEW EXPANSION BRINGS.
Help Us Recruit!!