Reporter extraordinaire, Cindy Williams, put on a hard hat and toured the new construction of the TVRH Gift Gallery and Café, which has been expanded into the space where the original chapel and Chaplain’s office once were.

Since the remodeling was started we have been anticipating it to be completed by July 1st. The Gallery staff is planning to stock the shop at the beginning of July and be open for business approximately the middle of July. We are all looking forward to seeing our newly-renovated Gift Gallery full of new and exciting treasures!

This month, The Villages Regional Hospital commemorated the completion of its TVRH Rehabilitation Hospital, which is located on the fifth floor of the new North Tower. The 20-bed facility will officially open July 1, 2016.

TVRH Rehabilitation Hospital will provide acute care for patients who suffer from conditions including but not limited to strokes, spinal cord injuries, amputations, brain injuries, major multiple trauma, hip fractures, neurological disorders and knee or hip replacements.
Although some may think we are moving into a slower summer season, the Auxiliary is definitely NOT slowing down. There are many exciting things happening! Even with seasonal volunteers leaving for the summer, we are continuing to add over 15 new volunteers each month. However, there is still a real need for additional volunteers. With the Rehab Hospital opening on the 5th floor later this summer, we will need about 20 volunteers, and each of the current departments can certainly use more volunteers. If you would like to add an additional shift please let the Volunteer Placement Office (VPO) know of your interest. They can be reached at 751-8176 or you can complete a form in the Day Captain's office and someone from the VPO will contact you. Please be sure to spread the word to your friends and family about the need for volunteers.

You may have noticed that construction has begun to expand the Gift Gallery. It will be great when it's complete and we hope to be open for business sometime around the middle of July.

I want to say thank you to Michael Pittman, VP & TVRH Chief Clinical Officer: Site Administrator, Alex Chang, VP, Support Services, and John Maze, Director of Safety & Construction, for their interest in and their support of the Auxiliary. They are very interested in helping us be as successful as possible.

This past week I rode the Outside Transportation Shuttle numerous times and have been very impressed with the drivers. They have been so pleasant, helpful and sincerely interested in doing a good job. I’m certain this attitude is exhibited by our volunteers in every department and I want to say Thank You to each of you for your part in giving the patients, visitors and public a great impression of our hospital.

~~Lou Emmert, Auxiliary President

NEW VOLUNTEERS

- Gabrielle Andrezejewski - YOTS
- Bob Benedetto - Musician
- Patricia Cutright - HR
- Lois Cimmino - YOTS
- Lynda Gertz - Patient Care
- Alan Goldsmith - ER Ambassador
- Patricia Johnson - ED Admit
- Sarah Shockley - HR
- Elaine Warmuth - Patient Care
- Peggy Merges - Pool
COMING TO THE HUMMINGBIRD

Volunteers will be able to share information about kids, marriage, for publication. Please send what you want to share in a paragraph to Shari Kumler at skumler@gmail.com or Cindy Williams at Cindyjowms@gmail.com. If you don't have a computer, write it down and drop it off at the Day Captains office. Ask them to put it in Cindy Williams' folder. In advance, thanks for sharing!

ATTENTION: ALL VOLUNTEERS

Our Public Relations Department has been busy:

1) An Auxiliary Club has been formed which will meet once a month. Since all clubs in The Villages must be open to the public, the main objective would be for all Villagers to attend. A table could be set up for applications and interviews. Speakers could be scheduled. The awards and pins could be presented there. Games, dances, holiday parties could be scheduled.

2) Participation in more parades is being planned.

3) Speakers from the Auxiliary could be available to other clubs for speaking engagements. If permitted by the club, solicitation for more volunteers would be included in the presentation.

4) Public could be invited to a cook-out at the hospital and then volunteers would take prospective volunteers on a tour of the hospital.

If you are interested email me: carol.hughespr352@gmail.com or call 302-222-3621.

Come join in the fun!

MANDATORY ATM TESTING

For NEW VOLUNTEERS & GOLF CART DRIVERS
June 14 & 28 • July 5 & 19
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.

COOK’S CORNER

Here’s another yummy recipe shared by Gloria Taylor. If you have a favorite recipe, don't be selfish . . we all love good food. Please send it to Shari Kumler at skumler@gmail.com or Cindy Williams at Cindyjowms@gmail.com. If you don't have a computer, write your recipe down and drop it off at the Day Captains office. Ask them to put it in Cindy Williams folder. In advance, thanks for sharing!

Rich Pecan Pie (But easy on the sugar!)

Ingredients:
1 C Mrs. Butterworth Syrup (LITE)
½ C Splenda
¼ C Butter or margarine
1 ½ C Pecan Halves
3 eggs
1 tsp vanilla
1 frozen crust 9-inch (thawed)

Directions:
Heat oven to 375 degrees F.

NUMBER OF THE DAY .... 400 MILLION

• You get a call from “Microsoft” saying you have a problem with your computer …. STOP!
• Hang up the phone, do not pass “GO”, do NOT do anything they ask to your computer and remember the number 400 million.
• Would Microsoft really have time or staff enough to call one user from their 400+ million users?
   I DON’T THINK SO!
• This is a scam – they want you to give them access to your computer, then they screw it up or plant a virus and ask you to give them a credit card number so they can fix it for you!
• Don't fall for this scam … just think of the number 400,000,000.
The Musicians’ Auxiliary is fortunate to have so many talented and caring musicians in our midst! Fifty musicians volunteer to play the piano, guitar or violin for the benefit of all who enter the hospital lobby and/or the new ACS lobby. Our goal has always been to wrap a “Cloak of Comfort” around those who are in our midst. Fleeting though our contact with each other might be, our music offers a diversion from worry, a reminder of special moments, and a channel for expression of thoughts and feelings. This past year we introduced Kaylee Asencio, a teenager who plays the violin beautifully. She shares her music with guests in the elevator lobbies by patient rooms.

We are pleased to announce our newest “Who Needs A Boost?” program. A new musician, Scott Roberts, has joined our Auxiliary, and his specialty is guitar and vocal folk music in a one-to-one encounter with patients at the bedside. Jim Lemon, Scott and I met with Administration and were invited to meet Nurse Managers from all of the hospital patient care units. We described our program: Scott would report to the Nursing Station on the patient floors and ask, simply, “Who Needs A Boost Today?” Nurses would give him a name and room number of patients needing some musical TLC, and Scott would go to that patient, introduce himself and sing a song or two. They enthusiastically supported our idea.

I asked Scott to share his thoughts and feelings regarding his first two weeks of our Boost Program.

~ Pat Kronk, Chair

5/20/16

Dear Pat:

I wanted to give you a status report on the “Who Needs a Boost” program at the Villages’ hospital. I have been to the hospital twice this week in 2 hour increments and have visited all 4 floors. As you know, the layout of the floors is like that of a crucifix with a nurse’s station (there are usually 4) located in the middle of each arm of the crucifix. I visit each station with my Hospital ID on a lanyard around my neck and a name tag sporting my name in big letters with the picture of a guitar. I introduce myself to the nurse (or nurses) at each station and explain that I am part of the “Who Needs A Boost” auxiliary music program. All of the nurses greet me enthusiastically and usually say something like “What a wonderful idea!” I then ask which patients need a boost and they direct me to various rooms. I visit the room, always knocking first and announcing myself as a hospital volunteer and ask if they need a boost. Not only do the patients eagerly accept my visit but their visitors and families embrace the visit as well. I learn their names, ask a little bit about them and ask what kind of song they wish me to sing. I have an upbeat repertoire of songs, although I can easily sing softer songs if people wish that. My consistent experience is that folk music uplifts not only the patients but also visitors (usually family.) We laugh, joke, tease each other and sing. Often at the conclusion of my visit patients hold my hand and we close with a prayer.

My last visit on Thursday was a typical experience. I was playing for a grandfather who was visited by his adult children, other relatives and his 11 year old granddaughter who is a singing prodigy. This young lady asked me if I could accompany her while she sang Patsy Cline’s “Crazy” and Judy Garland’s “Somewhere over the Rainbow.” I played these songs and this young girl hit these songs out of the ballpark. Not only did this music transport everyone to a different place than a hospital room (i.e, the visitors and patient were beaming with pride over this young lady’s performance) but by the end of this young girl’s singing, the nurses and orderlies were crowding into the doorway of the room to be a part of something amazing.

I thank you and Jim Lemon who persuaded the hospital administration to try this wonderfully healing therapy. It is novel, fun and healing for all. The best part of this program is that it is open-ended and lets the unpredictable happen. Each visit is unique and created by all people present. I am honored to be a part of this ministry and look forward to each visit. To have the privilege of visiting patients in their rooms is a bit daunting to me and I take it very seriously. Thank you for letting me a part of the “Who Needs a Boost” program.
FOUNDATION NEWS

ROOM SPONSORSHIPS

The Foundation continues to get sponsorships for various rooms throughout the hospital. There are over 40 sponsorships already committed. A list of companies who are sponsors is available if anyone would like more information. Examples of rooms already sponsored are: Café: $50,000, Surgical Suites: $150,000 each, ERD: $1,000,000 (Auxiliary sponsorship), Urgent Care and Gift Gallery.

Some of the businesses who are participating are: the Breakfast Rotary Club and the Lady Lake Chamber of Commerce. Dick Campbell and his team continue to work on bringing more businesses into the program and are doing a good job with that.

Any volunteer who has accumulated 5,000 hours will have their name on a plaque that is hung outside a patient room. At the end of June a new plaque was hung listing the volunteers who have achieved 5,000 hours.

MONETARY DONATIONS

The Foundation recently presented the hospital with a $500,000 check from TVRH Auxiliary which was another contribution toward our $10,000,000 pledge.

Discounts from...

Friends

of the

AUXILIARY/FOUNDATION

Who Support Our Members

Carol Hughes, has been working with the Foundation to expand our Friends of the Hospital list AND include vendors beyond eateries! GET INTO THE HABIT of carrying your badge with you and remember to take advantage of discounts offered at the businesses that are listed!!

You can help grow the list by asking your favorite place if they might want to offer a discount to TVRH Volunteers and become a “Friend of the Auxiliary/Foundation” and be listed in our Newsletters. If they show any interest, contact Carol Hughes, and she will take it from there!! 302-222-3621.

APPROVED BUSINESSES

| Bamboo Bistro          | 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, & Termites |
| Kilwin’s               | Viva Nails & Spa   |
| Koyame Asian Express   | Village Pet Villas |
| Margarita Republic     |                   |
| Moe’s Southwest Grill  |                   |

REASONS WE VOLUNTEER ...

A smile or thank you from patients
Working with wonderful people

Rena Marchand, Joe Stec, Irene Stec, Harriet Huschart, and Nancy Duddy.
 Comfortable furniture, medical equipment, phones, as well as the focus on customer service by both medical staff and Auxiliary personnel are all intended to help the infirm and their family and friends have as positive an experience as possible while at the hospital. But wrapping up this entire scenario into a complete package is the Safety and Security Department of TVRH.

As volunteers, we are assured that a quick call on our walkie-talkies via channel 2 will bring the assistance we need within 3 minutes thanks to the outstanding staff of the Security Department. Ryan King, Safety and Security Manager, now has 4 officers on duty around the clock keeping everything in order. That’s an increase from two “day” officers and one “night” officer a few years ago. Because The Villages Regional Hospital is the only healthcare facility in the area, with the increase in population comes increased incident numbers which include traffic accidents, golf cart accidents, drug issues and emergency cases due to health issues. Our safety officers are responsible for the security of ½ million square feet of TVRH campus and are continually patrolling the inside of the hospital, the parking lots (including East Campus) and the emergency room (24/7).

They handle 12,000 calls per year, all coming from the PBX, patient floors, volunteers and staff. They are in charge of locking doors at night and unlocking them in the morning. They handle lost and found items and they respond to all the codes we find on the reverse side of our badges. And on a more somber note, they respectfully transfer the deceased patient to the morgue. They escort hazardous materials to radiology. Our security staff assists with patient restraining, and they work diligently to maintain order and peace by dealing with all persona non grata. They monitor the helicopter landing area by checking the landing lights, clearing the area of debris, clearing the road and maintaining safety around the area. There are approximately 12 helicopter landings at TVRH pad per month.

Believe it or not, the security staff handles about 150 calls per month from hospital personnel and volunteers who forgot to lock their office doors. They also secure the valuables of patients and have taken responsibility for items valued up to $5,000. Any area under construction in the hospital is checked for safety by our security team.

We have 119 security cameras throughout the hospital and 150 doors with badge access. If you have trouble with your badge opening a door, you can email Ryan directly (ryking@centflhealth.org). Include your badge number and department in your correspondence. Ryan values the contribution of our Auxiliary to the security efforts of his staff. Every volunteer is an extra pair of eyes and ears and there have been many examples of volunteers reporting possible areas of concern, especially the Outside Transportation drivers who notice vehicles that have been tampered with or suspicious behavior. All calls are welcome however minor you may think they are. You can reach them by walkie talkie on Channel 2 or by dialing 8050 on any hospital phone. (Outside the hospital, the number is 751-8050.)

Ryan perceives the role of TVRH Security as one that is not just concerned with the hospital campus but one that works in close communication with police enforcement from the surrounding areas. Actively seeking out new opportunities to work together opens the door for innovation in problem-solving and a safer community as a whole, especially in times of natural disasters. Partnership between private security and law enforcement is an area ripe for advancing community policing and addressing mutual goals.

(continued on page 7)
Ryan is active in the International Association for Health Care Safety and Security and has served for 15 years as Vice Chair of the Central Florida Chapter. One of his goals is to have TVRH Security designated as an IAHSS Department.

One story Ryan shared with me illustrates how caring and dedicated our security staff truly is. Two sons had just arrived from out of state to accompany their father’s remains back home for burial. Their father had passed away suddenly and unexpectedly. Neither son had seen their father in some time due to living out of state and neither got to speak with him before he passed. Understandably, both sons were very emotional when they contacted Security regarding a missing medallion their father always wore around his neck. The item had been handmade many years ago and had been passed down through generations of the family. It was religious in nature and contained the family crest. The heirloom had traditionally passed from father to son but their father had not had the opportunity to do this and now it was missing. The medallion had not been sent to the funeral home with their father and the sons were desperate to recover this treasured family keepsake.

Security was absolutely determined to find the jewelry for the two sons. For 13 days they conducted an intense investigation, reviewing hours of videos from cameras and interviewing many staff members. After finding nothing that would help them solve the mystery, they contacted an intermediate facility where the father had been treated. That facility reported the father had indeed deposited something in their valuables safe. Although TVRH Security never received a definitive confirmation from the family, they strongly believe it was the lost medallion that was placed in the safe of the intermediate facility.

With a caring staff like this, is it any wonder we feel safe when we walk through the doors of TVRH? As a matter of fact, you probably don’t even think about it. Perhaps you should. Take a moment to thank these men and women for the service they provide us every day. They are pretty special people!

~~ submitted by Cindy Williams

Central Florida Health

In case you haven’t heard, Central Florida Health Alliance, a parent company of Leesburg Regional Medical Center, The Villages® Regional Hospital, Leesburg Rehabilitation Hospital and Alliance Labs, has changed its corporate name to Central Florida Health to more appropriately describe its status as a unified healthcare system. The modification was based on market research that revealed the term “Alliance” did not fully convey the image the corporation was trying to achieve. According to Greg Lewis, Board Member, “. . . . our Board recognized the need for a more consumer-friendly name that clearly identifies our sole commitment to Central Florida and reflects our evolution into a regional healthcare leader.”

But you know what happens when you change one little, itty-bitty thing!!! Stationary, business cards, letterhead, Web site addresses and emails all have to be changed too. So now, in order to go online and access TVRH Auxiliary, the Hummingbird and other files on the Central Florida Health website, you must enter: www.centralfloridahealth.org. Anyone who had a Central Florida Health Alliance email address (@cfhalliance.org) can now be reached at “name@centflhealth.org.

This probably won’t affect you, but in case you are asked you will know. It’s just another change, so remember the words of the famous unknown author, “Change is inevitable except from the vending machine!”
June 10th is the one-year anniversary of our expansion into the second building. This allowed us to start taking furniture donations and to close the upstairs of our first building to customers.

The year has certainly flown by as we have learned how to manage two buildings, trained new volunteers, and gotten the word out about furniture pickups. We have even started hosting groups of shoppers who come by bus with Carol Cane during special hours.

Customers are very vocal about how beautifully the items are displayed, how clean we keep the merchandise, and what great bargains they find. If you haven't had a chance to see the new building or haven't been to the Shoppe in awhile, stop by and find out how we raise money for our hospital while having a really fun time. Who knows, you might decide to add a shift volunteering at Ye Olde Thrift Shoppe.