HOW MUCH DO YOU KNOW ABOUT OUR AUXILIARY FOUNDATION?

1) Who is the Chairman of The Villages Regional Hospital Auxiliary Foundation?
2) Name three ways the Auxiliary Foundation raises funds
3) True or False: The Auxiliary Foundation donated funds for the new expansion of the hospital.
4) What year was the Auxiliary Foundation created?
5) True or False: The Café is an Auxiliary Foundation enterprise. Answers can be found on page 3.

If you answered all 5 questions correctly you probably don’t need to read the following article.
If you missed a few, you might find the following article informative!

OUR AUXILIARY HAS COME A LONG WAY IN A VERY SHORT TIME!

When The Villages Regional Hospital first opened its doors in 2002, the Auxiliary Foundation did not exist as it does today.

There was a Foundation but it represented both Leesburg Hospital and TVRH. The Auxiliary was dedicated to the same areas our volunteers serve in today, however, instead of a Foundation committed solely to TVRH, financial resources used to be secured through a fundraising committee.

In 2013, Dick Campbell was working as chairman of that fundraising committee when the Board came to him to discuss converting the current system into a more efficient and effective operation. They asked him to develop a foundation. Dick was quite aware of the time and commitment that would be involved in such an endeavor. He knew how it should be, but he also knew how much work it would take to make it a reality.

After about a year of negotiating, Dick agreed to become Executive Director of The Villages Regional Hospital Auxiliary Foundation. Be aware, however, this is more than just a long name for a Foundation. This name had purposefully been chosen in order to emphasize the fact that it was not going to be merely a foundation. It was going to be an organization with TWO BRANCHES:

ONE MAINTAINED THE ORIGINAL AUXILIARY with all the volunteer services provided to the hospital.

THE OTHER BRANCH WOULD BE THE FINANCIAL AND FUND-RAISING ARM of that Auxiliary, a unique idea that appropriately matched the unique design of The Villages.

(For a visual, see page 7)

A team from the Auxiliary wrote the bylaws and the rules. After all the board members and the attorneys of the hospital reviewed and approved them the Auxiliary became financially independent of the hospital and the Foundation was launched.

Because of the enterprising move to create such an extraordinary concept, it is important the Auxiliary Foundation remain solvent and successful. The Auxiliary Foundation vigorously researches where and how the money is spent in order to make sure the best use is made of the funds given. They discussed the needs of the hospital with all the people who are working day-to-day with patients and visitors, such as doctors, nurses, team members and volunteers.

(For a visual, see page 7)
HOW DOES THE AUXILIARY FOUNDATION MAKE MONEY?

- Three income-producing departments
  Ye Olde Thrift Shoppe
  The Gift Gallery
  The Café
- The Annual Hearts for Our Hospital Gala
- Bricks in The Memorial Garden
- Individual donations
- Selling Sponsorship of various rooms of the hospital i.e. Surgery, ER, patient rooms.
- Group Cruises
- See’s Candy Sales
to name a few...

HOW DOES THE AUXILIARY FOUNDATION SPEND THE FUNDS?

Here are some examples of what the Auxiliary Foundation has accomplished:

- The purchase of 3 Xenex machines, robotic disinfection machines that save lives and reduce suffering by destroying deadly microorganisms that can be the cause of hospital-acquired infections.
- The Patient Care Committee of the Auxiliary Foundation recommends expenditures to improve patient care. In 3 years, the Auxiliary Foundation has given them a total of $160,000. Some of the equipment purchased have been beds with alarms on them for confused patients and beds with call “pads” instead of call buttons if the patient is unable to manually use the standard call button.
- A scholarship program has been established for high school students at The Villages High School, Wildwood Middle High School and South Sumter High School who want to enter the medical field. $25,000 was requested from the Auxiliary Foundation Fiscal Committee to start the program and within 6 months Dick and the Foundation team had pledges for $90,000 in matching funds from donors.
- Hospital Team Members from 10 different departments who want to continue their medical training and stay current with new procedures also are benefiting from scholarships given by the Auxiliary Foundation.
- Renovating and expanding the three businesses of the Auxiliary Foundation: Ye Olde Thrift Shoppe, The Café (expected to be open in November or December) and The Gift Gallery.

(the story continues from page 1)
RECOGNIZING THE CONTRIBUTIONS OF THE VOLUNTEERS

Our hospital board understands how important you, the volunteers, are in this entire scenario thanks to the efforts of the Foundation Team. They were the first to illustrate that volunteer hours translated into financial gain for the hospital.

In order to honor the dedication and support of the volunteers, the Board has pulled rooms from an entire hospital hallway to be dedicated to volunteers with 5,000 hours or more. Plaques with these volunteers’ names will be attached to the doors.

Dick Campbell has indeed constructed a unique organization. We owe him many thanks for HIS hard work and his vision. When the hospital, Dick Campbell, and the Foundation Team say thank you for all your service, they mean more than thank you for filling the ice container or directing a visitor to a patient room or wheeling a discharged patient down to the exit. They are also saying thank you for smiling and acknowledging visitors, for making a distraught visitor feel just a little more at ease, for working to raise money, for being professional at what you do, for caring that the job gets done the right way and for presenting yourself in such a way that says The Villages Regional Hospital is a good place to be. You are building and enhancing the reputation of the hospital and that does not go unnoticed by the hospital board and the donors.

~~Cindy Williams

MUSCLEN AND MORE
Musicians’ Auxiliary

MUSICIAN MUSINGS...

It is rewarding to play the music in the lobbies of our hospital. Like most musicians, we are willing to play “anywhere and anytime”. Our Musician Auxiliary is blessed with many talented musicians, as well as two absolutely beautiful grand pianos. We are approximately 50 musicians...pianists, clarinetist, flautists, guitarists, and violinist. Each is willing to share their particular talent within the hospital environments, and contribute a calm, soothing ambiance for all.

The ASU “Atrium” piano is on the second floor of the ASU waiting room, so our music floats over the balcony, and along the hallways leading to the Chapel, Cafeteria and Patient Care areas. The sounds from the piano in the Main Lobby, meander through the lobby, gift shop, cafe and along the hallway to the elevators and beyond.

Quite often musicians comment that it seems we are playing to no one, yet we each have stories to share about the heartwarming responses from our listeners. Most who enter the hospital are focused on immediate personal issues, concerns, worries, responsibilities and decisions. Most are not expecting to hear live music played in a hospital lobby. It is sweet to watch the reaction of people when they hear the music. They often stop, look for the source, and smile. It is mini diversion of calm when they receive our musical “Cloak of Caring”.

Musicians are part of the Caring Team of Administrators, Staff and Volunteers. We each focus on the patient/visitor/guest from our our unique position. We each express our caring in our own unique way. We all know what it feels like to be in a hospital as a patient, a frightened parent of an ill child, or a concerned child of an aging parent. We musicians are blessed to be part of the Caring Team.

~~Patricia Kronk

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(Reprinted from the Auxiliary/Foundation Newsletter page 2)
OUR PRESIDENT’S MESSAGE

“It always seems impossible until it’s done”.
Nelson Mandela

Summer has flown by

We are heading into the busy season. And at times this summer, getting everything done seemed impossible, but you did it!

The Gift Gallery has opened and it looks wonderful!

The volunteers in the shop have worked very hard moving inventory into the shop, displaying the merchandise, and organizing the storage room. We are very appreciative to the Auxiliary Foundation for the new remodel.

The Gift Gallery will extend its hours during the Holiday Season. Beginning November 9, 2016, they will be open from 9:00 am to 8:00 pm Monday thru Friday. Saturday’s hours are 9:00 am-4:00 pm and on Sunday the hours are from 1:00 to 4:00 pm. Stop by to see our array of Holiday Gifts. They are located in the hospital’s Main Lobby!!

Please stop by and see how great it looks, buy a gift for someone and then plan to attend the Grand Opening later this year.

Also, a glass curio cabinet with changing displays of merchandise will be placed in the Advanced Surgery Waiting area to make people aware that the hospital does have a gift shop.

First Floor Renovations Continue

As I’m sure you’ve noticed! The Café is part of that remodel. It is scheduled to be completed the end of October. Right now we are calling all volunteers who have worked in the Café in the past and asking if they will be returning to work there. If anyone is interested in working in the Café, please call the VPO (Volunteer Placement Office) at 751-8176 and leave your name and telephone number.

(continued on page 5)

Answers to the questions on page 1

1) **Dave Garner** is the Chairman of the Foundation as of July 1, 2016. *This was thrown in as a trick question because it is NOT in the body of the article but the questions are a gauge of “How much do you know about the Auxiliary Foundation”? That way you won’t gets all the questions right and you will need to read the article!*

2) **See page 2 to check your answers.**

3) **TRUE:**

4) **2013:** The Auxiliary Foundation (in its present form) was established in 2013. *Before that we had a foundation but it served both Leesburg and the Villages hospitals.*

5) **TRUE**
Our two newest departments:
Acute Diagnostic Unit & Rehabilitation Hospital

Both of these new departments as well as two requests from current departments will add new volunteer positions. Please let your friends and family members know... we could use their help. You also might consider adding another shift if you have some additional free time. There are currently several smaller departments without a department chair. If you have an interest in expanding your participation in the Auxiliary this is one way that you could consider. For more information, please contact me at the VPO, 751-8176.

New Department Chairs

Coral Howard has agreed to be Chairperson of the Café. Sounds like a fun place, would you enjoy spending some additional time by volunteering in this department over holidays?

Nancy McClintock is replacing Nancy Duddy as ASU/PACU chair

Sheila Caudle is chairing two departments: Acute Rehab and Urgent Care

Department in-service meetings

Are to be continued through October and early November. It is very important that you attend an in-service meeting to make certain you are current with the Hospital policies and your department's guidelines.

Chain of command reminders

All relationships hit a speed bump from time to time. We work hard to resolve any conflict because we don't want to lose good volunteers over problems that possibly can be resolved in an amicable way. There is a process to start the discussion.

The Auxiliary Handbook says:
Auxiliary Members with issues or concerns shall follow these steps for resolution:
1) Discuss the issue with their Department Chair
2) If this does not resolve the issue, present the problem in writing to the Auxiliary Membership President
3) When all else fails, present the problem in writing to the Manager of Team Member Relations and Volunteers.

In addition to this, I am in close contact with the following staff who can assist us with certain situations.

- I meet with Alex Chang, Vice President of Support Services, who has responsibility for non-clerical departments at both TVRH and Leesburg.
- I also meet with Michael Pittman, Chief Clinical Officer and Site Administrator, on a regular basis.
- I meet with John Maze who is responsible for all the construction, every Thursday afternoon.
- And, Susan Williams, Director of Nursing, has invited me to attend her meetings on Tuesday afternoons.

If there is any issue that can or should be resolved by these people, I will work to get the answers for you.

We are pleased to tell you that the Auxiliary Foundation has graciously set aside for volunteers a large number of tickets for the DUO ROMANTICO CONCERT

Sunday, October 9th at the Savannah Center.

This is a tribute to Bocelli and Broadway. If you are interested in tickets, please submit your name to the Day Captain's Office so that you will be entered in a drawing for a pair of tickets.

The drawing will be held on Wednesday, October 5th and winners will be announced on Thursday, October 6th and notified by phone that they can pick up tickets in the Day Captain's office.

As always, you are very appreciated for sharing your time with the Auxiliary and The Villages Regional Hospital!

~ Lou Emmert - Auxiliary President

Remember ... Our Auxiliary Club meets on the 2nd Tuesday of each month at the Colony Recreation Center at 2:00 pm.

The Club is open to all Auxiliary members whether residents of The Villages or not!

It is a great way to meet other volunteers and have some fun!

This month the meeting will be Tuesday, October 11.

See more details on page 6.
As part of the effort to ensure shoppers have the best possible experience at Ye Olde Thrift Shoppe (YOTS), the entire staff attended training in September. There were five sessions each focused on a specific task or job done by volunteers at the Shoppe – Cashiers, Pricers, Clothing, Linens and Floor volunteers. The class was lead by a relatively new volunteer, Elena Goulet, with support from the other Shoppe managers.

Elena joined the Auxiliary working at the Shoppe about three months ago and when it was learned that she had a background in training technical workers, she was immediately recruited to put together the Fall Refresher Courses. After absorbing the combined “brain dump” from the Shoppe's steering committee members and others, Elena created role plays, practice exercises and a competitive round of Family Feud.

Here is an example of one of the Family Feud questions:

Name who benefits from YOTS being in business:
- Our hospital – help for expansion expenses and new equipment
- Our customers – great items at bargain prices
- Our volunteers – knowing they are making a difference, making friends
- Our Community – better medical care and increased real estate value
- Our Environment – cuts down on waste that would go into landfill

So stop by the Shoppe and experience the boutique of thrift stores and maybe meet Elena.

The Hospital Auxiliary Club Meeting

Tuesday, October 11,
from 2-4 pm
at Colony Recreation Center

This month we are Featuring a ....

Frugal Fashion Show

with fashions from
Ye Olde Thrift Shoppe

All the items will be from local donations and many will be available at the Shoppe.

All Auxiliary Volunteers, Friends, Spouses & Partners Are Welcome!

Bring Your Own Snacks & Drinks
At the September Auxiliary Executive Committee Meeting, Stephanie Clark, Employee Relations Coordinator in CFH Human Resources was introduced by our President, Lou Emmert. Stephanie works from the Leesburg facility. Her future job responsibilities will include an increased interaction with the Auxiliary as well as other areas relating to Human Resources.

Stephanie relayed appreciation to the volunteers and chairpersons for the excellent coordination of services and for all the hard work the Auxiliary does.

**SOME OF HER TOPICS WERE....**

*Hospital expectations for the Auxiliary* are simply an adherence to hospital policies. Stephanie passed out a behavioral standards “guidebook” called STAR Standards (an acronym for Service, Teamwork, Accountability and Respect.)

Volunteers are expected to conduct themselves according to these standards and to those policies and procedures found in the Auxiliary handbook. If there is a volunteer issue, the Auxiliary handbook provides a chain of command for that issue to be resolved.

*(Lou gives more information about the chain of command on page 5.)*

*Volunteers who are working double shifts* are entitled to a second meal. Stephanie and Mike Kaufmann are developing a “slip” which will authorize a volunteer's second meal. They will be available in the Auxiliary office or the Day Captains office. A volunteer's badge will pay for the first meal and the cafeteria will accept the slip for the second meal (which you can take home). Stephanie hopes to have the new procedure working in a month.

*Problems still continue with badges not working in the cafeteria.* The majority of badge issues seems to be occurring with volunteers who joined the Auxiliary in 2014. Notify the Auxiliary Office 352-751-8061, if your badge is not working.

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**Volunteers will be getting new badges.** The volunteer ID number will stay the same but the hospital's NEW logo will be displayed. It has not been determined if the volunteers will be able to have a new ID photo as of yet. Final distribution of the new badges is anticipated to be completed by April 2017.

**Discounts at Wellness Center**

Leesburg Regional Medical Center...Wellness Center
700 North Palmetto Street
Leesburg, FL 34748

The Manager is John Bowers and he can be reached at (352) 323-5639. Hours are: Monday-Friday 5:30 am to 8:00 pm and Saturday 7:00 am to Noon.

Currently the rates are $23.00 per month per person (you can enroll a spouse or significant other for the same monthly fee with unlimited visits.) It includes all the classes such as water aerobics, Zumba, indoor pool and more. Right now, they are running a pay-as-you-go option for $3.00 a visit. Payment must be by cash as they do not have the capability for accepting credit or debit. There is no contract to sign for use.

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Studies show that early morning risers may have a leg up on health. Night owls are more likely to have diabetes, abdominal fat and high blood sugar. Do your body a favor and get a good night’s rest. Getting at least seven to eight hours of sleep each night will help you to wake up earlier and feel more energized.
### NEW & RETURNING VOLUNTEERS

**August and September, 2016**

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Dennis Adamek</td>
<td>Marilyn McKay</td>
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<tr>
<td>Kathy (Kate) Barrett</td>
<td>Carly McNiece</td>
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<tr>
<td>Roger Barrett</td>
<td>G. Jerry Merges</td>
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<tr>
<td>Brianna Bowman</td>
<td>Jan Olson</td>
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<tr>
<td>James Brooks</td>
<td>Patricia Sawyer</td>
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<td>Zoe Ann Burt</td>
<td>Marie Smith</td>
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<td>Linda R. Erickson</td>
<td>Dorothy Tropila</td>
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<tr>
<td>Ralph Flood</td>
<td>Patricia Van Dyke</td>
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<tr>
<td>Anna Kisielica</td>
<td>Elaine Warmuth</td>
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<tr>
<td>Sandra Lauer</td>
<td>Marie Zielenski</td>
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### THE GIFT SHOP IS BACK IN BUSINESS

The Gift Gallery, located in the hospital’s Main Lobby, will extend its hours during the Holiday Season. Beginning November 9, 2016, the Gift Gallery will be open from 9:00 a.m. to 8:00 p.m. Monday thru Friday. Saturday’s hours are 9-4 and on Sunday the hours are from 1:00 to 4:00. Stop by to see our array of Holiday Gifts!!

~~Joyce Maschinot~~

### TEAMS WANTED FOR BIG BICYCLE WEEKEND CHALLENGE!

The Villages Regional Hospital Auxiliary Foundation’s Bicycle Challenge is coming up **November 11-12**. This exciting event will join together over 300 cyclists to ride one of four route options (17, 32, 64 or 100 miles) throughout Sumter, Lake and Marion Counties. The TVRH Auxiliary Foundation has challenged us to form teams to participate in this annual event. Please visit [http://h4hbikeweekend.com/](http://h4hbikeweekend.com/) or contact Shelly Scarbrough at (352) 751-8871 to learn more! The Bicycle Challenge will start at Spanish Springs Town Square in The Villages and the registration fee is $50.

### AUXILIARY VOLUNTEERS CAN GET THEIR FLU SHOTS FOR **FREE**!

- Flu shots and stickers for flu shots will be starting **October 1st**
- Flu Vaccine Locations at TVRH **Main Lobby** and the Employee Health office at East Campus

### INOCULATION SCHEDULE

- **Saturday - October 1st and 22nd only**
  - 6-8:00 am - Main Lobby
- **Mondays**
  - 6-8:00 am - Main Lobby
  - 1-3:00 pm - Employee Health Office
- **Tuesdays**
  - 1-4:00 pm - Employee Health Office
- **Wednesdays**
  - 6-8:00 am - Main Lobby
  - 1-3:00 pm - Employee Health Office
- **Thursdays**
  - 6-8:00 am - Main Lobby on 13th and 27th
  - 1-4:00 pm - Employee Health Office
- **Fridays**
  - 6-8:00 am - Main Lobby on 14th and 28th
  - 1-3:00 pm - Employee Health Office on 14th and 28th
  - 1-4:00 pm - Employee Health Office on 7th and 21th

- **If volunteers get their flu shot** through TVRH Employee Health, their sticker will be provided immediately after the shot is given.
- **If volunteers get their flu shot** through their doctor, they must bring in proof of inoculation and that document needs to go to the Day Captain's Office, it then gets “processed” and then the stickers can be picked up at a later date in the Day Captain's Office.
- **If volunteers does not get, or cannot take the flu shot**, they will need to wear a mask in patient care areas.
MANDATORY ATM TESTING
For NEW VOLUNTEERS & GOLF CART DRIVERS
October 11 & 25
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.

VOLUNTEER RECRUITMENT - a Never Ending Challenge
It is exciting that WE CURRENTLY HAVE 893 VOLUNTEERS!

Yet, we still have a critical need for MORE. As the hospital continues to grow, they continue to recognize how valuable volunteers are to their success and, the patients appreciate us!
Currently, we have 79 openings throughout the hospital and that does not include Ye Olde Thrift Shoppe, or a new department that will require 14 new volunteers a week. The Foundation has also requested a receptionist which would be another 14 new volunteers. (A total of at least 107 more.)
Unfortunately, applications for new volunteers have slowed down.
Lou Emmert would like to create a NEW committee that would focus on recruiting new volunteers. She would welcome anyone who has recruiting experience to help to chair this committee, but will be excited about anyone who has willingness to take an active interest.

Volunteers don’t get paid, not because they’re worthless, but because they’re priceless.
Sherry Anderson

Remember our AIDET
As a volunteer you may be the first contact a visitor or patient has with the hospital. Our goal is to be a welcoming, friendly and helpful volunteer. Please remember to exhibit these characteristics by following the AIDET philosophy.
Ask your department chair if you need a refresher on AIDET.
Remember that we want to utilize these characteristics when interacting not only with visitors and patients but with each other. At times we may be requested to do a task that isn’t on our official job description and we should do it willingly. We are here at the hospital to help!

And, along with it, our AUXILIARY PLEDGE
Believing that the hospital has a real need for my service as a volunteer worker:
I will be punctual and conscientious in the fulfillment of my duties and accept supervision graciously.
I will consider as confidential all information which I may hear directly or indirectly concerning a patient, doctor or any personnel, and will not seek information in regard to a patient.
I will take my problems, criticisms or suggestions to my department chairperson."
I will endeavor to make my work of the highest quality.
I will uphold the traditions and standards of this hospital and will interpret them to the community at large.