Recently in the Daily Sun, there was an article under “Community & Connections” written by Drexler B. James, a Daily Sun staff writer. In it, he quotes Lou as saying, “We would love to reach 1,000.” ... We keep hovering around 900.”

It goes on to tell of the December recruitment fair that drew about 75 people and resulted in 40 new volunteers. We are getting publicity into the community which has helped. But ... “Lou says that word-of-mouth” is the way to get new volunteers” and we are the best transmitters!

She knows we are the most believable source as we tell our friends and neighbors about how much we love volunteering. So don’t stop!

We have new hospital staff that are setting an aggressive pace to make TVRH the best in the area, so if you are confronted with a negative, encourage them to try it again! Come in, volunteer and find out how new and improved TVRH is!

Why do we keep needing more volunteers when we seem to keep getting more? You need to read on ... This newsletter is full of information just for volunteers.
The Hummingbird
The Villages Regional Hospital
Auxiliary
1451 El Camino Real,
The Villages, FL 32162
352-751-8176

The Hummingbird is a publication of the Villages Regional Hospital Auxiliary Foundation. The information within this publication is designed to communicate and inform the staff and volunteers. The editorial staff reserves the right to author, edit, or deny materials submitted for inclusion.

Feedback: We need to know what you think, what you want to hear, and what you are up to. Send email to the Editor: skumler@gmail.com

Newsletter Editors: Shari Kumler, Cindy Williams and Judi Gray, and staff advisor, Rena Marchand.

This newsletter is dedicated to the hardworking volunteers at The Villages Regional Hospital.

Elected Officers:
Lou Emmert - President
Jeannie Rogale - 1st Vice President
Joan Hanosek - 2nd Vice President
Cindy Williams - Recording & Corresponding Secretary
Jan Kumpan - Historian
George Counselman - Parliamantarian

Contact the Auxiliary Offices
The Auxiliary Office 352 751-8061.
It is staffed on ...
Monday 8:00 am-4:00 pm
Tuesday 8:00 am-4:00 pm
Wednesday 8:00 am-4:00 pm
Thursday 8:00 am-4:00 pm
Friday 11:00 am-3:00 pm
The Day Captain's Office, 751-8622 is staffed
8:00 - 4:00 pm, Monday-Friday and 9:00 am - 1 pm, Saturday and Sunday.

The VPO Office is 751-8176.
The Auxiliary Foundation Office, 751-8871 is staffed Monday through Friday, 9:00 am-4:00 pm.
www.centflhealth.org

Change
We won't let it
“Ruffle Our Feathers”

PRESIDENT’S LETTER
FEBRUARY 2017

Happy Valentines Day

Lou Emmert
TVRH Auxiliary President

The Gala is coming!
February 11 will be the “Hearts for Our Hospital” Gala which is the biggest fundraiser of the year for the Auxiliary Foundation. Last year we had to turn people away so if you haven’t gotten your ticket yet, there is still time to do so by contacting the Auxiliary Foundation.

March of Dimes Raffle
The Hospital is holding a raffle for gift baskets in February to raise money for the March of Dimes. They have requested some volunteers to sell raffle tickets at a table outside the cafeteria for a couple of hours each day. If you are willing to help out, please send an email to TVRHVPO@centflhealth.org.

A Big Goal
In the past few weeks there have been several articles in the Daily Sun regarding volunteering at our hospital. (for example page 1.) As a result we have received a large number of applications to volunteer. In fact, we’ve had or do have about 50 new volunteers in the process of coming on board the next few weeks. This is great! We ended 2016 with 911 volunteers and we still have over 90 open shifts. If the applications continue at this rate, perhaps this will be the year we hit 1000 volunteers.

Nominations Time!
The Annual Volunteer Awards are being requested right now and winners will be recognized at the Annual Luncheon. Please give some thought to nominating someone you believe has exhibited the characteristics and values of an exceptional volunteer. There are nominating forms in the Day Captain’s office, at the signs at the sign-in Kiosks, and the Cafeteria. When you have completed the nomination, please place it in the box in the Day Captain’s office, at the sign by the kiosks or at the front desk.

Thanks to our Department Chairs!
There are so many of our volunteers that deserve my thanks and in this letter I’d like to recognize the Department Chairs. These volunteers spend a great deal of time staffing, planning, training and even filling in for their team members when they can’t locate a sub. My guess is that they each spend between 10-20 hours a week volunteering for the Hospital. My greatest appreciation and thanks goes to them and their help and support of the Auxiliary.

Thanks to our Volunteers!
My thanks also go to each volunteer for your service and the gift of your time to the Auxiliary. If you have suggestions or comments, please send them to me at jdemmert@embarqmail.com.

This year is off to a very busy start. January just flew by. And February is going to be as busy as January.
Eighty-four year old Carl Woodward has been a volunteer at TVRH for the past nine years. Carl can be found in the fifth floor Rehab Unit on Thursday afternoons bringing the department's old Chickering piano to life with a touch of keyboard mastery. His audience consists of recovering wheelchair-bound, stroke victims who enjoy Carl's weekly performance delivered with a healthy serving of upbeat rhythm. Carl's extensive musical repertoire includes, but is not limited to, such past hits as; It Had to Be You, Satin Doll, Peg of My Heart, Misty, Georgia On My Mind - all of which are not only recognizable but for most TVRH patients nostalgic favorites.

Carl is an army veteran who served his country during the Korean War from 1951 to 1952 and later joined the active Army Reserve for a number of years attaining the rank of Master Sergeant before retiring. Carl, a former single engine pilot, gave up the hobby but continues dropping by local meetings with other pilots, “to keep up with things,” he explains. And he and his wife of forty-eight years, who have lived in the Villages for the past fifteen years, enjoy a regular game of Bocce Ball as well as an evening of cards with other couples.

For sixty years Carl worked in the insurance industry and his job as a catastrophe adjuster required that he travel around the country assessing sites devastated by fire, floods, tornadoes, hurricanes and other disasters. But Carl did not limit his service to picture taking and estimating repair and replacements costs. He took the time to offer compassion to those devastated by the loss of a loved one, or a home or irreplaceable possessions.

He began playing piano at age nine and has continued playing for the past seventy-five years and never misses an opportunity to play his piano at home every evening. This speaks of a man fortunate enough to have embraced a passion for music at an early age. Buddhist monk Thích Nhất Hạnh once said, “Compassion is a verb.” Such a simple statement, but it captures the foundation of Carl’s life-time of dedication to serving those in need.

~ Judi Gray

In the same article mentioned on page 1, Drexell James from the Daily Sun, also wrote about Vivian Kramer, an 11-year volunteer with the hospital. Vivian tells everyone how much she enjoys her job. “(I see) all of the people in the hospital for various reasons and they always come to our cafe and talk a little bit.” Vivian started volunteering as a way to give back after her husband was admitted to the hospital a few times and received good care.

She is now Chairperson for the newly renovated cafe, which is a popular spot in the hospital. “Our cookies smell throughout the hospital and people rush in to get in line for them.”

photo by: Bill Mitchell /Daily Sun
ANALYZING THE AUXILIARY

Do you ever wonder why Lou Emmert (and before her, Jim Lemon) seem to consistently need more volunteers? Do you ever ask yourself, “Surely we have enough now, don’t we?” Maybe some of these facts will shed some light on the fluctuating numbers in our Auxiliary.

To start, we have over 35 departments. That’s amazing, isn’t it? And the hospital is always adding more departments to serve the community thereby requiring the help of more of our volunteers to assist the new department staff.

TVRH DEPARTMENTS SERVICED BY VOLUNTEERS

- Ambulatory Diagnostic Department
- Emergency Department Ambassadors
- Hospital Ambassadors
- ASU/PACU
- ATM
- Auxiliary Office
- Café
- Cardiac Medical
- Cardiac Rehab
- Case Management
- Cath Lab
- Day Captain
- Dietary
- East Campus
- Emergency Dept
- Emergency Dept Admit
- Express Admit
- Foundation Office
- Front Desk
- Gift Gallery
- Human Resources
- Infusion
- Infusion/Observation Receptionist
- ICU
- ICU Waiting Room
- IMCU
- Musicians
- Outside Transportation
- Patient Care
- Patient Survey
- Pharmacy
- Rehab Hospital (5th floor)
- Supply Chain
- Surgical Waiting
- Urgent Care
- Volunteer Placement Office
- Ye Olde Thrift Shoppe

How do you determine how many total volunteers we need? You multiply the number of people needed per shift times the number of shifts each day, times the number of days the department operates, times the number of departments. You will get the bare basics number but it does not include substitutes. Many of our departments such as the Front Desk, the Emergency Department/Emergency Admit and Patient Care schedule 3 shifts per day, 7 days per week. Outside Transport alone has an amazing 8 shifts per day, 7 days per week. Ye Olde Thrift Shoppe has over 160 volunteers working there!

We currently need 1002 volunteers and we have 911, meaning we still need 91 volunteers from our community or we need 91 of you to add an additional shift to your schedule! Our attrition rate will cause us to constantly recruit new volunteers because the active membership count is constantly in a state of flux due to various causes – people resign for health reasons, location changes, and fluctuating interests or just simply volunteering was not for them. Here are some interesting statistics for you: On December 31, 2014 we had 799 volunteers. In 2015, we lost 354 volunteers and added 367 volunteers ending the year with 812 volunteers. A net gain of 14 volunteers. In 2016, we lost 205 volunteers and added 304 new volunteers for a net gain of 99 volunteers.

We are close to achieving our ideal numbers but not quite there. How can you help, you ask???

Well, you can:

Talk to your neighbors and friends and share how gratifying it is to volunteer at the hospital. You could be our #1 recruiting tool if you would just speak to a few people.

If you know a co-volunteer is struggling in their position as a volunteer, suggest they call the Volunteer Placement Office.

Analyzing ... continues on page 5)
Now that you know we have 35+ departments to choose from, perhaps your co-worker could find a more satisfying nook for themselves in another department.

**We would rather move a volunteer than lose a volunteer!!!**

If you have an extra 4 hours in your week, why don’t you look at adding another shift. It could be in a totally different department where you would meet new people and gain new and interesting contacts.

Remember department needs change daily. Act promptly if there is a position in which you would like to volunteer additional hours. Call the VPO office at 751-8176 for information on available positions.

**WE NEED YOU!!!**

**THE IN-SERVICE SESSIONS ARE COMING!**

“An **IN-SERVICE PROGRAM** is ... a professional training or staff development effort, where professionals are trained and discuss their work with others in their peer group. It is a key component of continuing medical education for physicians, pharmacists, and other medical professionals.”

During the weeks of **February 20–24 and March 6-10** each department is required to hold in-service training sessions for their volunteers. Your chair will be sharing the specific dates, times and locations so you can participate.

These in-service sessions are done annually to ensure our Auxiliary is in compliance with the Joint Commission Standards so that TVRH maintains their accreditation. This is very important to our hospital.

Typically an in-service would cover any process changes, new ideas for performing the specific tasks of a department and a review of the job description for your group.

Each attendee is then asked to sign a document stating they understand the requirements of their position and can perform the duties.

If you have further questions, contact the Chair of your department or the Day Captains Office.

---

Top 10 Reasons to Attend the In-Service Meetings

10. Training stimulates your brain and helps delay dementia.
9. You might make a new friend during one of the sessions.
8. Attending makes your Chair look good.
7. You can get answers to your burning questions.
6. Shows you are a team player.
5. Free Snacks!
4. Helps you meet potential subs from other shifts.
3. Easy way to learn about changes to policies or procedures.
2. It is required to keep TVRH in compliance with Joint Commission Standards.
1. You might win a prize!
Volunteer recognition Awards at The Villages Regional Hospital have been around almost since the hospital first opened its doors. We tried to contact as many past Volunteer Award winners as we could to find out what winning one of these awards meant to them. Almost every single person we interviewed said they enjoy volunteering because they are “giving back” and that their biggest reward comes from the gratitude of the people they are helping. Here’s what some of them had to say:

**Rena Marchand, Ye Olde Thrift Shoppe Chair**

Awards: Innovation/Creativity–2004, Entrepreneurial Team Award (Ye Olde Thrift Shoppe)–2009, Team Award (Ye Olde Thrift Shoppe) -2011, Unsung Hero – 2012

Rena began her career as a TVRH volunteer on the Special Events Committee which was, for all intents and purposes, a fundraising committee. This was before the restructuring of the Auxiliary into the Foundation/Auxiliary that exists today. In addition to helping facilitate a project that produced a 1,000 page cookbook (Sharing Our Best) to raise money for the hospital, Rena also helped launch the first Gala. Rena served as editor of the Hummingbird for several years. In 2008 Rena and three friends (who were also volunteers) implemented the newly conceived Thrift Shoppe. She was named Chair of Ye Olde Thrift Shoppe and worked diligently to make that concept the successful reality it is today. Rena became a volunteer to utilize her skills as a manager and Engineer on projects that she was and is passionate about. She said most of the awards were a team effort but remembers being totally shocked by the original award in 2004.

**Lois Laabs, Auxiliary Office**


Lois has worked in the Auxiliary Office since 2002 and has served under every TVRH Auxiliary President. Winning the award was overwhelming and quite a surprise. She was quietly eating her cheesecake at the luncheon when they announced her name and she was so startled she dropped her fork. She joined the Auxiliary because she became tired of doing “fun” things for herself and has loved every moment of her career at TVRH. Lois feels the Volunteer Awards Program is definitely a good thing for volunteer morale. It instills a spirit of wanting to do even more and a sense of elation for being recognized for a job well done.

**Rhea Cotter, Patient Care**

Award: Improving Patient Care-2009

Rhea has volunteered in the Emergency Room, ICU and in Patient Care. She has been with the Auxiliary for 7 years and likes helping people. “It’s rewarding to make someone comfortable”, she says. She was very shocked to receive her award. When she stood up from the table, her napkin fell to the ground and she promptly tripped over it. “Recognition is always nice”, she says “but my real recognition is in the patient’s gratitude.”

**Kathy Greenfield, Ye Olde Thrift Shoppe**

Award: Entrepreneurial Team Award (YOTS)-2009, Core Values-2011, Team Award (YOTS)-2015

Beginning in 2008, Kathy has been with Ye Olde Thrift Shoppe almost from its conception. She started in a Sales position and is now the Staffing Manager. She and others on the YOTS management team meet with Chair Rena Marchand once a month to strategize and plot the course for YOTS. She is proud to serve with such an amazing group of talented people who

Continued on page 7
have vigorously labored to contribute to the success story of Ye Olde Thrift Shoppe. She was very surprised to receive the award and feels that it is important to recognize volunteers for their efforts. She says, “It makes you feel the job you’re doing is important and that you’re doing it well.”

**Bob and Deedee Lester**

**Award: Volunteers of the Year -2010**

Bob and Deedee worked for 4 years in Inside Transport. For new comers to the Auxiliary, that department took patients by wheelchair to testing (MRI’s, X-ray, etc.), stayed with them during the testing and then took them back to their rooms. When the department was discontinued, Bob and Deedee remained in the position as salaried employees of the hospital for 1 year. They then resigned because they wanted to do some travelling but Bob remembers his volunteer career at TVRH as one of the best times he has spent in the Villages.

**Bev Edwards, Patient Care**

**Award: Volunteer of the Year 2011**

After volunteering for a few years in Patient Care, Bev became a trainer of new volunteers in Patient Care. As a matter of fact, she actually trained our Past President, Jim Lemon and she was so impressed with him, she nominated him for President. When Bev began her avocation as a TVRH volunteer, the hospital was a much smaller space. They used to store their wheelchairs in a storage room that now has been incorporated into one of our state-of-the-art patient rooms. As Bev remarked, “Now it’s the Taj Mahal!”

**Ina DelBosco, YOTS**

**Award: Team Award-2013**

After her husband passed in 2005, Ina decided she needed to do something with her time, especially on the weekends. Her first job as a TVRH volunteer was in the Café but she also added a shift at YOTS as well. Soon she was given the responsibility of Creative Staging and Linens for the Shabby Chic section. Her award was not just for her Thrift Shoppe work, but for the major effort she put into decorating the silent auction room at the 2013 Hearts for Our Hospital Gala. Ina feels recognition is very important. It’s good to know the job you are doing is benefiting the hospital and the Auxiliary.

**Mary O’Donnell, Buyer (Gift Gallery)**

**Award: Unsung Hero-2013**

Mary can qualify as a charter member of the TVRH Auxiliary. She joined in 2002 as Treasurer of the Auxiliary Board. Eventually, every Board Member was given a department to open. Mary’s assignment was the Golf Cart Drivers. Then in 2004, when the hospital turned over management of the gift shop to the Auxiliary, Mary became the first Chair of the Gift Gallery. She feels our recognition program is very important because people invest a lot of their time to the Auxiliary and the hospital.

**Marge Dombek, Gift Gallery**

**Award: Unsung Hero-2015**

Marge became a TVRH volunteer in 2002 and started in the Auxiliary Office with Lois Laabs. She still subs occasionally for others. She became a volunteer because many members of her family were in the medical field and they were always singing the praises of the volunteers at their hospitals. She likes giving back to the community and was shocked and very surprised when she won her award.

**SAVE THE DATE!**

**Annual Auxiliary Awards Banquet 2017**

**will be**

**June 2, 2017 • 11:30 - 2:00 pm**

**at the Savannah Center**

**Watch for more details!**
NEW & RETURNING
VOLUNTEERS
December 15 through January 15, 2016

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4TH QUARTER MILESTONE HOURS 2016

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Now that you have taken down your holiday decorations, made your New Year’s resolutions, and paid the credit card bill for the gifts you purchased – it’s time to think about nominations for the Auxiliary Awards that will be given at the spring luncheon.

The award categories have been updated and the entire Auxiliary Volunteer population (including Musicians and Ye Olde Thrift Shoppe) are eligible to receive an award.

The categories are:

- **Going the Extra Mile:** An individual or department whose commitment to excellence consistently surpasses expectations. The volunteer or team who goes above and beyond to make things happen

- **Unsung Hero:** An individual, deserving special recognition, who has shown consistent reliability, adaptability and service to the auxiliary. (May be anyone.)

- **Leadership Award of Excellence:** An individual who has provided outstanding leadership, support to the organization, and has worked beyond the call of duty. (Usually an Officer or Department Chairperson)

- **Volunteer of the Year:** An auxiliary member who has made an exceptional contribution and shown outstanding dedication to the organization. They demonstrate the values of Respect, Stewardship, Integrity, Service, Teamwork, Innovation, and Quality.

- **Outstanding Team/Department Award:** A team, recognized by the TVRH staff as having worked together at an exceptional level to improve patient care and/or services. Award determined by TVRH staff but names can be submitted for consideration.

- **President’s Award:** A person who has made a positive contribution to both the organization as a whole and to the President’s term. Award determined by the Auxiliary President. Names may be forwarded to president for consideration

Nomination forms and ballot boxes are at the sign-in kiosks, in the Day Captain's office and at the front desk. Deadline for nominations is March 1st.

The Awards Committee is chaired by Jim Lemon, our Auxiliary Past President. His group will meet in early March to review all the nominations and make the final selections.

---

**MANDATORY ATM TESTING**

For **NEW VOLUNTEERS & GOLF CART DRIVERS**

February 14 & 28 • 8:00-11:30 am  
You will get your TB test and your eyes checked the same day.  
East Campus, 3rd floor, right hall, right side

For **ANNUAL VOLUNTEERS**

Any Tuesday... But, the 2 Tuesdays above may be busier than the other 2.

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.
Ye Olde Thrift Shoppe is open Tuesday through Saturday from 10:00 am to 4:00 pm and is located at 106 W. Lady Lake Blvd. just two blocks south of the CR 466 and US Hwy 441 intersection.

For more information call 352-259-5853. To arrange furniture pickup donors can call 352-874-3593.

And who doesn’t love a bargain!!! That’s what you will find at Ye Olde Thrift Shoppe. Every week we have different items on sale plus one of the five colors of tags used on the clothing.

The Shoppe has furniture, dishes, small appliances, linens, books, lamps, decorations, art, glassware, collectibles, ceiling fans, golf clubs, craft supplies, picture frames, cookware, beanie babies, shoes, hats, sweaters, jewelry, office supplies, tools, switch plates, audio CDs, DVDs, drapes, curtain rods, TVs, toys, games, puzzles, rugs, bathroom accessories, musical instruments, candles, serving trays, centerpieces, silk flowers, vacuum cleaners, throw pillows, records, bicycles, mirrors, baskets … we’ve even had a kitchen sink!

And who doesn’t love a bargain!!!

All That Glitters JEWELRY SALE

The Villages Regional Hospital Auxiliary Foundation is hosting a jewelry sale in the hospital’s main lobby.

FEBRUARY 9 & 10
7:00 am - 4:00 pm each day. There will be beautiful sterling silver jewelry, watches and handbags.

Be sure to stop by for some great gift ideas for Valentine’s Day!

Proceeds from the sale will benefit The Villages Regional Hospital. All major credit cards and personal checks will gladly be accepted.

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GIFT GALLERY RAFFLE WINNERS

If you visited the Gift Gallery before Christmas, you saw 3 beautiful wreaths hanging on the walls. Many people bought tickets, hoping to win one of them. The winners are:

Sylvia Gardner,
Linda Sackett & Sandy Swain.

A big thanks to our Gift Gallery volunteer, Billie Smith, for making and donating these wreaths to the Gift Gallery.

We are always receiving new merchandise, so come by the Gift Gallery and see what’s new!
Are you aware that Central Florida Health offers world-class acute rehabilitation services for Lake, Sumter and south Marion county residents? It's true. In May 2016, The Villages® Regional Hospital became home to the 20-bed TVRH Rehabilitation Hospital, an acute inpatient rehabilitation facility for patients who suffer from chronic conditions including, but not limited to, stroke, spinal cord injury, amputation, brain injury, neurological disorders, and knee or hip replacement.

Located on the 5th floor of the hospital's new North Tower (after relocating from its former location at the Leesburg Regional Medical Center North Campus) TVRH Rehabilitation Hospital features a physical therapy gym, communal dining hall, and an activities of daily living (ADL) suite.

At TVRH Rehabilitation Hospital, a talented team of professionals work together to provide the support needed for patients to recover in a healing environment. Patients receive around-the-clock care, occupational therapy, speech pathology, social services and case management, neuropsychology, and more. Each patient also benefits from large, beautifully appointed private rooms and easy access to diagnostic testing and other hospital services.

**Highlight: TVRH REHABILITATION HOSPITAL**

**FUN EVENT FOR THE FAMILY**

Proceeds from the event will benefit The Villages Regional Hospital Auxiliary Foundation.

The Villages Regional Hospital Auxiliary Foundation invites you to attend the Country Western Hoedown event at The Villages® Polo Club Saturday, February 18 from 10:00 am-5:00 pm.

This family-friendly day will include a wild west show, cowboy stew cook-off, kids zone, craft vendors, food and so much more. Be sure to bring your own chairs. Parking is $15 at the gate.