TOP 10 REASONS TO ATTEND THE AUXILIARY LUNCHEON

10
Get to see your co-volunteers out of uniform

9
Play hookie from your Friday shift

8
Having time to chat with friends

7
Learning about other departments

6
A reason to buy a new outfit at Ye Olde Thrift Shoppe

5
Absorbing the feeling of being appreciated

4
Getting to hear the music from Pat Kronk and her volunteers

3
Watching your co-workers receive awards

2
See old friends who are now Honorary Lifetime Members

1
and FREE LUNCH

You Are Cordially Invited to...
TVRH Auxiliary Appreciation Luncheon
Friday, June 2, 2017
11:30 - 2:00pm
The Savannah Center, The Villages

R.S.V.P. with the Day Captain’s Office at (352) 751-8622
or sign up at the kiosk in Ye Olde Thrift Shop by
May 22, 2017

Please indicate your menu selection of
Chicken Piccata, Baked Cod, and Vegetarian (Gluten-free)

We Look Forward to Seeing You There!
PRESIDENT’S LETTER
MAY 2017

“The Secret of getting ahead is getting started”
Mark Twain

It’s hard for me to believe that it is May 2017 already. My first year as President has passed by extremely quickly and the Auxiliary continues to be very busy.

Seasonal Volunteers

Our seasonal volunteers are leaving us for a few months but we hope they will all return in the fall. Our thanks go to them for their great service to the Hospital. Also, I want to extend my apologies to the seasonal volunteers for not being able to schedule the Appreciation Luncheon while they were still with us. There was a scheduling mix-up with Savannah Center. After looking at numerous venues, we were unable to find any available place in April that could handle 400 attendees. We already have the Savannah Center scheduled for April 2018.

Appreciation Luncheon

Our 2017 Appreciation luncheon will be June 2. If you haven’t registered to attend yet, please do so by contacting the Day Captain’s office at 751-8622, or sign up at the kiosk at the Ye Olde Thrift Shoppe. We will be presenting awards at that luncheon. Although all volunteers are eligible for the Auxiliary Membership awards, I also encourage each department to consider doing their own department awards. Ye Olde Thrift Shop actually celebrated their own department awards the week of April 24. You can read about them in this issue of the Hummingbird.

Welcome to New Chairs

Welcome Chris and Penny Kasprzak as the new chairs of the Café. (see page 3) And my thanks to Vivian Kramer for being the Café chair during re-opening after the Lobby remodel. Vivian accepted the chair on a temporary basis and it lasted longer than she or I expected and I really appreciated her doing it.

And welcome to Billie Smith who has accepted the co-chair of the Gift Gallery.

Training

During April, Rena Marchand and Elena Goulet designed and presented training for the volunteer chairs. They held two sessions so all chairs could attend. We will be holding more sessions in the future for new chairs. This training is very helpful and thanks go to Rena and Elena for their initiative and their time. (see page 8 for more info)

Teen Volunteers

It’s that time of the year when we get requests from teens to volunteer at the Hospital. So on May 20 we will be interviewing, testing, and orienting new teen volunteers. They

(continued on page 3)
(Lou’s Message - continued from page 2)

will begin volunteering early in June. Please welcome them when you see them around. **George Counselman** is coordinating this project and gets big thanks for doing so. *(see page 10 for more info)*

**Executive Director of the Auxiliary Foundation**

The Foundation is in the process of interviewing candidates to replace Dick Campbell when he steps down. Three candidates have been interviewed so far. Dick has agreed to stay until his replacement has been selected and fully trained. The candidates currently under consideration are very impressive and well-qualified.

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**ARE THEY SISTERS? COUSINS? NO!**

*They are sisters-in-law ... teaming up to chair the Auxiliary Café*

Penny Kasprzak came to The Villages about 4 years ago, and suspects she might be a professional volunteer.

Christine came to The Villages 5 years ago and comes with 12 years of food service experience.

About 3 years ago the two of them decided they needed to “give back”, so together they signed up to volunteer at TVRH. Recently they agreed to accept the position of Café Co-Chairs and are enjoying it! They both work on Wednesdays. Penny picks up at Noon as Christine prepares to leave ... What a fun team!

Penny Kasprzak has also agreed to be the 3rd chair of the Patient Care Department.

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**MANDATORY ATM TESTING**

*For NEW VOLUNTEERS & GOLF CART DRIVERS*

May 9 & 23 • 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.

FOR EYE TESTS: The Employee Health Care nurse will be available for volunteers eye testing on these Tuesdays. Eye Tests are available at Employee Health Care Office on the 3rd floor of the East Campus.

*For the month of June, testing will be different*

- The Schedule will be the same.
- The location has been moved to the East Campus, 2nd floor, Classroom 2.
- Testing will be on paper rather than the computer version.

It is mandatory that every volunteer be recertified annually during their birth month.
FIRST QUARTER 2017 MILESTONES

AUXILIARY OFFICE: Reports

This quarter, the highest number of pins in the history of the Auxiliary was distributed. 165 pins were awarded and more 1,000 hour pins had to be ordered.

There are several volunteers who have reached 5,000 hours and a plaque with their names is currently being created. This plaque will be placed outside a patient room.

7000 Hours
Jim Lemon
Sandy Murphy

5000 Hours
Barbara Lovett

4000 Hours
Robert Strongin

3000 Hours
Lou Emmert
Michaeline Kauffman
Natalie Neufelder
Alice Dickman

2000 Hours
Gloria Counselman
Tom Hollister
George Counselman
Patricia Fratangelo
Eda Oteri
Robert Wilkinson
Mary Gentile
Beverly Gaumer

1000 Hours
Shelia Caudle
Joan Hanosek
Robert Messing
Robert Bell
Marilyn Fleischer
Beth Malak
Robert O’Dell
Marjorie Magdasy
Valarie Smith
Lon Bohnstedt
Edward Margolis
Martha Lash
Donald Lloyd
Nancy Cummings
William Miller
Carole Noce
Norma Cyr
David Stevens
Joyce (Peggy) Fisher
Patricia Gable
Nancy Lee Gable
Skip Dolan
Agnes Cull
Jane Brennan

500 Hours
Nancy McClintock
James Park
Candace Gins
James Nye
Marguerite (Margy) Costello
Kathleen Feenaghty
Patrick Campana
Robert Briest
Thomas Feenaghty
Joseph Frangione
Kathleen Hartman
Sherry Denise Johnson
Kay Pallas
Donald Ashwell
Ann Esposito
Dick Davie
Beverly Conklin
Rosalie Scalia
Jennifer Rohlf
Marie LeHive
Rebecca (Beckie) Montgomery
Mary Ann Divins
Maureen Alhouse
Karen (Kay) Glessner
Linda Dombrowskas
Beatrix (Bea) Ackerman
Gene McConkey
Gerry Stanley
Cliff Cable
Judith Brooks
Jean Adell (Jeannie) Graham
Norma Jean Meyer
Vera Patel
Douglas (Keith) Bonn
Pamela Monique Marchant
Wilma Jamieson

300 Hours
Mary Lee
Don Thomas Meddick
Diane Marie Stein
Beverly Maclay
Christine Kasprzak
Gloria Taylor
Marjorie Ross
Barbara Lee Allison
Charlene Jaeger
Carole Flynn
Beverly Hood
George Peter Savidge
Patricia Endres
Jennifer Rae Meddick
Alan Goldsmith
JoAnn Reedy
Margaret Heller
Betty Hershey
Noella Pepin
Michele Glover
Barbara Mills
Mina Goldman
Beverly Kennedy
Deborah Diehl
Karen Zink
Anthony Cashman
Martha Trone
Sheree Warner
Douglas Terry
Vivian Peacock
Judy Devine
Evelyn Gallucci
Richard Schnurpfeil
William Thomas Reedy
Janet Cassesse
Susan Smith
Francesca Duarte
Nilda Raynolds
Ted Quick

100 Hours
James Brooks
Mary Jo Nordwall
Lynda Gertz
Rebecca Barrett
Janice Bambara
Kristy (Kris) Franklin
Patricia (Pat) Bielicki
Robert Bassett
Ralph Flood
Madison Emma Sheets
Janet Bassett
John Bellacchio
Charlotte Meyer
James Bacon
Christine Moore
Shirley Loebel
Ethis Glauberg
Gloria Wist
Maureen Wolff
Ellen Rentola
Sarah Shockley
Henrietta Ingham
Deborah Maloney
William Wilkie
Rachel Castelli
Evelyn Cote
Patricia O’Connor-Allen
Lois Cimmino
Linda Swain
Patricia Cutright
Janet Quarles
Kathleen Miller
Douglass Burns
Ellen Gagnon
Marie Zielenksi
Judith,(Judy) Sheehan
Melanie Stefan
Thomas Petipren
Jackie Roberts
Carly McNiece
JoAnn Jackman
Krya Elizabeth Blankenship
Linda Erickson
Karim Powell
Anna Kisielica
Gladys Elaine Burns
Olga Lafave
Carol Fuller
Christina Miller
Linda Halls
Sandra Fink
Dan Lindbom
ALEX CHANG, Vice president of Support Services,
Was GUEST SPEAKER at the April Auxiliary Executive Meeting

Alex is responsible for about 75% of the non-nursing services of The Leesburg Regional Hospital and The Villages Regional Hospital as well as the service lines for orthopedics and cardiology. Some of his departments are: pharmacy, respiratory therapy, EVS, dietary, plant ops, and emergency management. He is also the administration’s point person for the overseeing of construction projects at both hospitals.

One of his current major projects is to obtain Chest Pain Certification for Leesburg and The Villages Hospitals. This is a very important designation because it is the national gold seal standard in meeting the top level of service for patients showing up with any type of chest pain.

He is also working to obtain certification in a newly instituted program involving hypothermia (cooling of the patient's body) which will be a first line treatment for heart disease and acute heart attacks.

Summer projects will include revamping the emergency department with a face-lift and operation improvements which should help the management and services of our ED. 80% of our admissions come through the ER and if there is a bottle-neck, it affects most areas of the hospital.

A LIFETIME OF VOLUNTEERING
and 14 years of it at TVRH

Our Auxiliary lost one of the originals – Joanne Rogan. She died Sunday, April 23, 2017.

Joanne started as a volunteer before the hospital even opened in 2002 and worked her entire time in ED Admit. With her husband of 44 years, Jim Rogan, she volunteered on fundraising events as well. Joanne would sell See's candy, sell 50/50 chances or sit on the square to promote the auxiliary cruises.

You could also find Joanne volunteering at the Polo Club, at the Recreation Department or as part of an entertainment special event. She and her husband, Jim were part of the fabric of our community and she will be greatly missed.

THE VILLAGES HOSPITAL FOUNDATION ... have joined forces once again to make your Spring shopping easier.

May 9th - 11th  • 6:30 am-8:00 pm
Located in the Main Lobby of the Hospital
Reserve your order in the store today and it will be delivered on the 1st day of the event.
Ye Olde Thrift Shoppe is open Tuesday through Saturday from 10 a.m. to 4 p.m. and is located at 106 & 110 W. Lady Lake Blvd. just two blocks south of the CR 466 and US Highway 441 intersection and part of the Lady Lake Historical Park.

For more information call us at 352-259-5853.

We appreciate all your donations and can also pick up large pieces of furniture (just call 352-874-3593).

We announced the winners of their special awards the last week of April before our part-year volunteers departed for other places.

On Monday, April 24th we gave the following awards:

Artistic Creativity - This is given to an individual or team who has demonstrated a talent for making the Shoppe more appealing to customers. This year the award goes to Terry Fiorito who has been with us for about 18 months. Every week, Terry tackles a tough area – Evan’s Place – and when she is done the place looks organized and inviting for our shoppers. She is a team player and will help others if needed and is always open to suggestions on how donations in this area could be displayed.

Above and Beyond - This award is given to an individual who has shown a style of working with co-volunteers that makes them feel part of the team and confirms their value to YOTS. We have two winners in this category.

The first winner is Jim Berlin. Jim took on the job of bookkeeper a little over a year ago and has implemented some new processes to streamline the job of the cashier. In addition to this new area, Jim continues to handle the facilities maintenance – testing smoke detectors, installing signs, repairing donations and creating new displays. Jim works with the other volunteers to ensure their ideas or suggestions are given full consideration. It was his idea to convert the air conditioners in Building #2 to gravity drains thus eliminating a disaster when pumps fail. He even helped the contractor make these changes.

Our second winner is Cinda French. Cinda has become a specialist in all aspects of the Shoppe – pricing, cashier, clothing, shift leader, and floor assistant. She has a wonderful ability to join an area without being intrusive or threatening because she treats all the volunteers with respect and courtesy. She is an important part of our success.

Then on Wednesday, April 26th we awarded the...

Rookie of the Year - This is an individual who has recently joined Ye Olde Thrift Shoppe as a volunteer but has already shown a remarkable level of skill and dedication. Elena Goulet joined us in June of last year but she immediately started using her skills, knowledge and style to improve the Shoppe. It’s no surprise that this person got over 40% of the nominations submitted because of her interactions with the other volunteers. Comments included “she is the hardest worker I have ever known” and

(continued on page 7)
“she seems to work everywhere and anywhere”. Working with an arm-load of documents, Elena was able to put together the job-specific training last Fall and the in-service that was done in February of this year. As if that were not enough, she eagerly helped develop a training course for the other Auxiliary Department Chairs at the hospital. Elena brings her ‘can do’ attitude and cheerful demeanor to any job she tackles; whether it is a special project like organizing the holiday donations or working as one of the shift members. She has definitely become a key factor in the success of Ye Olde Thrift Shoppe.

On Friday, April 28th the surprise was on us when the winner of the next award was not at the Shoppe.

The reliability award goes to an auxiliary member working at the Shoppe who has shown outstanding dedication in his/her responsibilities. Sherry Johnson is just such a volunteer. She can be found every Friday morning in the clothing department. For her entire shift she is sorting, hanging, and tagging without stopping and she almost never misses a shift. Sherry can be relied on to do the job and do it right the first time. Her dedication is admirable. Oh by the way, she had told her co-worker that she would be gone, so her reliability still stands.

Finally on Saturday, April 29th we gave the last award. This again was for Reliability.

The reliability award was presented to Linda Dombrowskas who works Saturday mornings on the floor; helping customers, putting out newly priced items, straightening the shelves, and moving misplaced items back to their proper location. She does this efficiently and without prompting in any way. She is friendly to her co-workers and to the customers as she scurries around the Shoppe rearranging items and filling in where items have sold. Linda can be counted on to be at the Shoppe every week without fail. Dave Gardner, Chairman of the Auxiliary Foundation joined Lou Emmert to present that award.

--- Submitted by Rena Marchand
The Chair of an Auxiliary group, department or area is responsible for ensuring the necessary tasks are staffed by trained volunteers on a schedule to meet the needs of the Hospital / Function. This job includes communication, reporting, training and people management. This is not always an easy task because of the many details to be handled and because of the nature of managing volunteers.

Elena Goulet and Rena Marchand, both from Ye Olde Thrift Shoppe, decided to tackle the task of helping the department chairs by consolidating the many pieces of information and by discussing the most effective ways to manage volunteers. This will be useful to not only current chairs, but will be a good starting point for any newly named chairs.

They worked with Mike Kaufmann, Gloria Counselman, Barb Lovett, Sara Valentine and Lou Emmert to put together a Chairperson's Manual that includes all types of forms, contacts, procedures as well as articles on types of personalities and management styles.

The procedural part includes: Leave of Absence, Resignation, Request for an Additional Department, and Service Descriptions. There is also information on emergencies and incident reporting as well as a description of the jobs covered by the Membership Office, Volunteer Placement Office, Day Captains office and the office of the President. The management part covers communication.
methods, counseling/discipline processes and management by influence.

The participants even got to practice handling difficult situations – like counseling a volunteer who can no longer do the job or handling a disciplinary situation. It was also a great opportunity for the Chairs to share their ideas on what works and what doesn’t when trying to meet the many obligations of a Chairperson.

Much to their delight, Elena and Rena were able to train all but five of the current chairs. The feedback included positive comments like: excellent presentation, the manual is a very valuable tool, good use of three hours, not boring, very impressed, better than I expected.

"Submitted by Rena Marchand"

We hope Barb didn't think she needs that roll of toilet paper for the class!

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**A VERY NICE GESTURE!**

There is a new club in The Villages and its name is CARES – Conversations and Recreational Enjoyment Suggestions. As the founder, Trish Blair, says, “It’s the Grand Central Station of Information”. About three years ago, Trish recognized a central source was needed for “how things worked and what was available in The Villages” for singles moving into the villages and people who had just recently become single. She provides handouts on travel, entertainment and volunteering.

To be clear, this is not a romantic singles club. “It’s not about dating, it’s all about friendship”, Trish says. She provides the topics of conversation, there are tables of 4 in the room and people share their thoughts and ideas . . if they want to. They can just sit and listen too.

Trish feels it is very important for singles to get out of their homes and be active. If someone likes to go to performances at The Sharon or the Savannah Center and doesn’t want to go alone, the club offers to form groups for various shows. Trish is such an enthusiastic advocate for volunteers because she feels volunteering is a wonderful way to stay involved with people and stay active. She has information at all the CARES meetings on Operation Homebound, the Learning College, animal hospitals, Shoe Box etc. When Trish read in The Daily Sun that TVRH Auxiliary was striving to attain 1,000 members, she took up the cause. In April CARES recognized TVRH Auxiliary as the “Volunteer Heroes of the Month”. Lou Emmert attended and received a certificate on behalf of the Auxiliary.

If you’d like to learn more about Conversations and Recreational Enjoyment Suggestions, drop by Laurel Manor at 3:30 pm on the 1st Tuesday of any month. It’s free and you might find some fun ideas for things to do!

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Her topics for May are:

- What motivated you to move to the Villages?
- What is your favorite book?
- What is your favorite TV program/Movie?
- Who was the most influential person in your life?
- What plan do you have to bring more happiness into your life each day?
JIMMY & FRANK . .  

MAKING THEIR OWN KIND OF MUSIC

That’s life (that’s life) I tell ya, I can’t deny it  
I thought of quitting, baby  
But my heart just ain’t gonna buy it  
And if I didn’t think it was worth one single try  
I’d jump right on a big bird and then I’d fly

Jimmy Truss is a special kind of guy . . . he’s a nurse on the Cardiac Floor at The Villages Regional Hospital and he has a special intuition about patients ... about when they might need a special lift in their lives. He’s been a nurse for 28 years (only 9 months at TVRH) so it’s quite likely he’s seen a lot of heartbreaking situations and patients who are ready to say, “enough”!

So, not surprisingly, when he heard about a patient who was struggling with cancer and heart disease, he decided to see what he could do. The patient was not eating or connecting with anyone and that was concerning her nurses and doctors because it was so important she keep strong and positive, however, sometimes the battles are just too much to deal with.

Jimmy stopped by her room for a chat and soon they were talking about kids, careers and home. Just getting her mind off her problems seemed to help. Then when they hit upon that fact they both loved Frank Sinatra, well, that was the icing on the cake. One of the nurses was able to get Frank’s “That’s Life” to play on her cell phone. Surprisingly, when Jimmy asked the patient if she wanted to dance, she readily accepted. The two of them danced down the hallway to the Sun Room where the view is so lovely and Jimmy asked her if she would like to have her dinner there. She thought that was a perfect idea. Her meal was brought to her and she proceeded to eat 50% of the entire meal. More than she had eaten in a very long time.

As Jimmy says, it’s the little things you do for any patient. He relates to each one as a person, not just as their nurse and makes a point of finding out who they are . . . their likes and dislikes, pets, hobbies, talking about anything that isn’t related to their medical issues. He sums up his philosophy in four small but very powerful words . . . “Show them you care”. Thanks, Jimmy . . we’re glad you’re “doin’ it your way!”

~~ Submitted by Cindy Williams

REVAMPING THE TEEN VOLUNTEER PROGRAM

George Counselman is revitalizing and refreshing the Teen Volunteer Program. His goal is to get the teens active in more areas of hospital services. They can do small chores such as filing and running errands. George does not want the Chairs to become involved in tracking down teens who don’t report for their shift. If you contact George about a delinquent teen he will follow up on that. He is asking all chairs to think about jobs the teens can do in each department. May 20th has been scheduled for teens to be interviewed, screened for TB, have pictures taken for badges and relevant paperwork completed. The teens will then be ready to start once school is out. Edie Oteri suggested teens be used to assist in delivering daily newspapers. Our thanks goes to George Counselman for taking on this project.