The uncontested positions were

2nd Vice President: Joan Hanosek
Recording/Corresponding Secretary: Candy Ginns
Historian: Jan Kumpan
Parliamentarian: George Counselman

All of the officers will be installed at the Annual Awards Luncheon
April 12, 2018
PRESIDENT’S LETTER
March 2018

KINDNESS IS CONTAGIOUS -- PASS IT ON

Dear friends,

Thank You for Your Support!

By now you know that I am the new President for the Auxiliary Volunteers. I want to say Thank You to each and everyone who voted for me.

In-Service Meetings Have Value!

Each of you should know the dates to attend your In-Service meetings. These meetings are important to all of us as we learn about new changes in policies and procedures. We also have a chance to ask questions and meet new volunteers who are working in your department.

February 10, 2018 was our Annual Foundation Gala

It was decorated all in Red and White to celebrate Valentine’s Day. It was a sight to see. KUDO’S to all the Volunteers who worked long hours to help make The Foundation Gala a beautiful event. You will see more about this as you read through this issue.

New Auxiliary Handbooks Available

The new edition (March 1, 2018) of the TVRH Auxiliary Handbook are available for pick-up at the Day Captain’s office. It is mandatory that every active volunteer have a copy. Please note there are changes in various areas, and you are responsible for reading and following the directives.

There is no deadline, but it would be appreciated if you can pick it up at your earliest convenience.

Remember to Make A Reminder to Yourself to take your ARCE (ATM) test.

Thank You All!

WHAT TO DO WHEN THE JOINT COMMISSION IS HERE

When The Joint Commission Surveyors are onsite, do you know what to do?

Make sure that your department or area looks clean and de-cluttered. Prepare to display pride for the part that you play in providing an excellent patient and family experience. You should expect the surveyors to speak with you about your role. The surveyors are very respectful and are eager to learn about our hospital and the care we provide. If you are approached by a surveyor, here are some helpful tips:

- Listen and stay calm
- Think carefully before answering a question
- Only answer the question asked by the surveyor, no need to elaborate
- If you don’t understand a question, ask for clarification
- If you don’t know the answer, explain to the surveyor how you would find the answer
- Show enthusiasm and interest
- Be able to describe process improvements in your department or quality initiatives
- Know the standards as well as policies and procedures that pertain to your work

Our Mission
To improve the health and quality of life of the individuals and communities we serve.

Jeannie Rogale
Auxiliary President

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, Pat Kronk, and staff advisor & huge contributor, Rena Marchand.

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

Elected Officers:
Jeannie Rogale - President
Mary Dolph - 1st Vice President
Joan Hanosek - 2nd Vice President
Candy Ginns - Recording and Corresponding Secretary
Jan Kumpan - Historian
George Counselman - Parliamentarian

Contact the Auxiliary Offices
The Auxiliary Office, 352-751-8061 is staffed on ...
Monday-Thursday 8:00 am-4:00 pm
Friday 11:00 am-3:00 pm

The Day Captain’s Office, 751-8622 is staffed on ...
Monday-Friday 8:00 am-4:00 pm
Saturday & Sunday 9:00 am-1:00 pm

The Volunteer Placement Office, 751-8176 is staffed Monday-Thursday 8:00 am-4:00 pm and Friday Noon -4:00 pm

The Auxiliary Foundation Office, 751-8871 is staffed Monday-Friday, 8:00 am-4:00 pm.

Our Mission
To improve the health and quality of life of the individuals and communities we serve.
The Gala on February 10 was an outstanding success.

The dining room was beautiful, the food exceptional and the volunteers worked extremely hard making sure everything ran smoothly and all the guests felt welcome. Jim Lemon, supported by Pat Falco, recruited a group of guys and gals who provided security before and after the event. They also were movers at the end of the evening to help clear out the silent auction rooms. Beth Malak and Nancy Cummings teamed up with volunteers from YOTS to design and set up a very striking silent auction room. Deidre Rosemond and several volunteers set up a breakroom for the volunteers with delicious snacks. And the volunteer greeters made certain all guests entering the Savannah Center were welcomed and knew where to go to get their table number and to bid on the silent auction items.

Many thanks go to all Gala volunteers for helping make it a fabulous evening. Look for pictures throughout The Hummingbird!

Open Shifts Available

At this time there are about 60 open shifts at the Hospital. So if you have any friends or family who would like to volunteer please have them contact the Volunteer Placement Office, 352-751-8176. There is also a need for someone to chair the Decorating Committee for Christmas next year. Billie Smith has done an unbelievable job the past several years and we owe her a great deal of thanks. However she has decided to retire from that position—but not from the Auxiliary. So I’m looking for someone to take over this task. Please contact me if you are interested in doing this, 352-751-8871. You would have lots of help from other volunteers.

The Joint Commission is Coming!

There is a lot of preparation going on at the Hospital to get ready for the Joint Commission visit. Last month’s issue of the Hummingbird gave some direction on how volunteers can be prepared for the visit and this one does as well. More information and suggestions will be coming in the next few months. Remember to be friendly, helpful and responsive. We want the Joint Commission representatives to think our Volunteers are the best and really know what they are doing! At their last visit, the Joint Commission said our volunteers “SPARKLE”!

2018 Volunteer Luncheons

The volunteer appreciation luncheons are coming up soon. Ye Olde Thrift Shoppe (YOTS) will have their luncheon on March 15 and the other departments’ luncheon is on April 12. Please be watching for the sign-up notice and get your RSVP in quickly. Since the Savannah Center holds only 400 people, we are having two luncheons this year as a trial so more volunteers can attend. YOTS has 180 plus volunteers and is a good sized group to have a separate lunch.

As always you are a great group of volunteers and are much appreciated by the Hospital Staff and by me! Have a great March and a Happy St. Patrick’s Day.

Visit Our WEBSITE by clicking on the link below
https://www.thevillagesregionalhospital.org/foundation/volunteering/other-Events.

AUXILIARY BUSINESS CARDS AVAILABLE

Auxiliary Business Cards available to all volunteers to give to family, friends, and acquaintances. This card gives information on who to contact to become a volunteer, and has a place for you to write your name, if you desire to do so.

Please stop by the Day Captain’s Office to pick up a few for your pocket or purse to help in our ongoing recruitment efforts.

New & Returning February Volunteers

Christine Bucci
Jeanne Farne
Marie Galioto
Faith Giannicchi
Charles Houser
Nancy Schuster
Jesse Cottle Jr.
Phyllis Croteau
Marty Dillen
Richard Domenick
Patricia Greening
Richard Menninger
Rodney Plimpton
Christian San Lorenzo
Donna Sandberg
Ann Zani
Effie Miller passed away at the end of February and we all lost a talented, vibrant and feisty – yes definitely feisty friend who had a significant impact on the success and growth of the Auxiliary.

Effie and Paul moved to The Villages in 2002 and later that year joined as Auxiliary volunteers just as the hospital was opening, first working in the ED Admit area. Shortly thereafter, because of her background in accounting, she became involved in fundraising and helped launch the first significant fundraiser – a cookbook called “Sharing Our Best”. She agreed to become Treasurer of the Auxiliary in 2006 and then served in that role for the next nine years! In the early days, Effie had to educate us all on the importance of including our 501(c)3 tax identification on all documents and the dangers of calling anything a “raffle.” (It’s definitely a no-no to have a raffle in this state – it’s considered gambling without a license).

In the summer of 2008, Effie was part of the four-person group who were tasked with the job of implementing a thrift store to raise money for our hospital. She assisted in the creation of a pro-forma to forecast the potential cost and revenue from the store. This store became “Ye Olde Thrift Shoppe” and she continued her support of the project with monthly reports of expenses and profits until her retirement in 2015. She also served as Comptroller for all the Hearts for Our Hospital Galas the first seven years.

But probably the most significant thing Effie did for the Auxiliary was establish an accounting system that could grow and support the expanded scope of our fundraising, including the creation of the TVRH Auxiliary Foundation. She served as the Treasurer for the Auxiliary Foundation during the first year getting the new organization started with the implementation of rigorous accounting controls.

She leaves behind her husband, Paul Miller, who helped with many of the hospital galas, a daughter, Chris living in The Villages and a son Greg living in New York. We will miss her passion for excellence and her mischievous delight when receiving a check for the Auxiliary’s fundraising efforts.
Hearts for our Hospital Gala 2018

Acknowledges the Patient and/or Visitor:

• Follow the 10 – 5 rule: at 10 feet smile and acknowledge and at 5 feet speak.
• Smile, make eye contact and greet them in a pleasant manner. If they look confused or they are looking for something, ask if there is anything you can do for them.
• Anytime you see someone looking for a sign that means they are probably looking for something and could use some help.
• NEVER ask “How Do You Feel”, you know they are sick or nervous because they are in the hospital.

Introduce Yourself

• Depending on the situation and the place you are in ... State your name and your role at TVRH.
• Highlight skills and expertise of self and other healthcare team members.

Duration

• Depending on the situation and the place you are in ... Give the Patient/Visitor a time expectation, even if it is just a time for your return. Keep patient/visitor informed as to the amount of time a procedure or process will take.
• If you don’t know the procedure/process time see if you can find out. Never guess, ask someone in the know.
• If there is a wait time give them the time expectation of that wait.

Explanation

• Depending on the situation and place you are in ... Keep patient/visitor informed by explaining process & procedures.
• Assist patient/visitor to have a clear expectation of what will be occurring.
• Get correct information from the proper person.

Thank You

• Thank the patient/visitor for choosing TVRH.
• Express appreciation that they have chosen TVRH as their healthcare facility.
• Ask if there is anything else you can do for the patient/visitor before ending the interaction.

A WONDERFUL OPPORTUNITY FOR VOLUNTEERS

The Edythe Bush Institute in Winter Park offers a two day session on Volunteer Management and their next class is April 11 and the second day is April 18. Several of our team have attended these sessions; Jim Lemon, Gloria Counselman, Betty Schneider and Lynne Fireman. If you are interested in attending the classes this coming fall, and gaining a certificate in management of volunteers, please let Lou know. The Foundation will support attendance financially.

Those attending the Rollins University Volunteer Management Class in April are: Bob O’Neal, George Counselman, Elena Goulet, Jeannie Rogale, Beth Malak and Billie Smith.

ARCE TESTING Annual Regulatory Compliance Education & Risk Safety Module (Same Test, New Name, Still Mandatory!)

For NEW VOLUNTEERS & GOLF CART DRIVERS

MARCH 6 & 20 • 7:30 am-4:30 pm
Drivers have their eyes checked the same day.
Location is East Campus, 3rd Floor, opposite the elevator.

For ANNUAL VOLUNTEERS

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

FOR EYE TESTS: The Employee Health Care nurse will be available for volunteers eye testing on Tuesdays. Eye Tests are available at Employee Health Care Office on the 3rd floor of the East Campus.
GOOD NEWS FOR YOU BARGAIN HUNTERS!
THE GIFT GALLERY NOW HAS A “PERMANENT” MARKDOWN SHELF WITH QUALITY MERCHANDISE MARKED DOWN FOR YOU TO SNATCH UP! ALL ITEMS ARE PRICED AS MARKED.

LOBBY SALES  The Gift Gallery works in conjunction with vendors to host lobby sales throughout the year. Each of these cooperative events brings extra funding to our hospital, benefiting patients, staff and the hospital in general.

FEBRUARY 13 AND 14 - The Gift Gallery hosted “ALL THAT GLITTERS,” in the Main Lobby of TVRH. An array of beautiful jewelry was available for sale.

MARCH 21 – The Gift Gallery will host “SPARKLE LIFE JEWELRY” in the Main Lobby of TVRH. Come visit this Lobby Sale and find something to put that “SPARKLE” in your life!

MAY 9-11 – Just in time for Mother’s Day, BELK’S Department Store will be inhouse. Expect the outstanding quality and variety of items which BELK’S always offers during their sales. Look for BELK’S on the second floor atrium of the Advanced Surgery Unit.

JUNE 26-28 – Donnelly Eurofootware will be back inhouse again to offer all those interested in comfortable and durable footwear. This event is scheduled to be held on the second floor atrium of the Advanced Surgery Unit.

Did You Know?

IN AND OUT OF THE GIFT GALLERY

The Gift Gallery buyers paid a visit to the Atlanta Mart in January of 2018 to select lots of new and interesting products to be sold in the Gift Gallery. KUDOS to Mary O’Donnell and Joann Earley for their outstanding work in bringing great items in for our team members, volunteers, patients and guests to enjoy.

Check out these new items currently for sale in the Gift Gallery!
Good Morning!

I just wanted to say “Thank You!” for running the nice article on my Mom, Millie Strauss, in the current issue of The Hummingbird. I know she has always enjoyed her activities with TVRH!

Mom was also recognized in the January edition of Thousand Islands Life online magazine. It’s here:

http://www.thousandislandslife.com/BackIssues/Archive/tabid/393/articleType/ArticleView/articleId/2238/The-Heart-of-River-Hospital.aspx

Thanks again for your article. It meant a lot to Mom - and to me.

~~Wayne Strauss

(If you are viewing this newsletter online, you should be able to click the blue type and go directly to the article.)
Flu season is gripping all 50 states, and the Emergency Rooms and Urgent Care facilities are packed with people seeking relief. Here is a guide to help you navigate your way to a facility best suited for your care.

**Before You Even Get Sick**

- Prepare now for a visit to either one by having your ID and insurance information within easy reach.
- Have your list of medications and allergies available to take with you.
- If you can do it now (before you need to), know what your insurance covers, what physicians and facilities are considered In-Network, and under what circumstances you can go to an Out-of-Network provider.
- Discuss these things with your spouse, partner, close friend or neighbor so they can be of help to responders or health care workers if needed. If the time comes that you need emergency or urgent care, being prepared with the right information can save your life!
- **The Villages® Regional Hospital no longer has an Urgent Care Department. Patients seem to prefer to go the ER.**

It is important for everyone to know the Urgent Care Facility nearest them.

**When to Use Urgent Care**

If you have any of the following conditions:

- Allergies, Bladder and Urinary Tract Infections
- Childhood Illnesses
- Cold or Flu Symptoms
- Cuts, Bruises
- Burns Ear and Eye Infections
- Headaches and Migraines
- Respiratory Infections, Skin Conditions
- Sore Throats
- Sprains, Strains and Fractures.

If you are having an Emergency, call 9-1-1

**When to go to the Emergency Room:**

- Chest Pain
- Stroke
- Serious accidents
- Head injury, followed by confusion blurred vision or headache
- Loss of consciousness
- Sudden and severe abdominal pain
- Headache
- Seizures
- Poisoning or suspected poisoning
- Bleeding that will not stop or deep cuts
- Suicidal or homicidal feelings

Advanced training and technology help (TVRH) treat emergency patients at the highest level of quality possible. Our emergency department provides the local communities with a dedicated emergency care team that includes board-certified emergency medicine physicians and specially trained emergency nurses. Patients seeking care at TVRH have access to advanced life support; intensive care capabilities; and a wide range of doctors and clinicians specially trained in areas such as pediatrics, cardiology and anesthesia.

TVRH is designated as a Primary Stroke Center by the Florida Agency for Healthcare Administration. This designation means that our emergency team meets the criteria required to provide a high level of stroke care to patients. As a Primary Stroke Center, our hospital has the resources and ability to administer tissue plasminogen activator (tPA), a clot-busting drug used for stroke patients who arrive at the emergency department within a 3-hour window from the onset of symptoms.

**Remember to take your “patience pill”** before you go to either help center!
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).

Bling For Sale

Throughout the year, the Merchandise Manager at Ye Olde Thrift Shoppe, Shirley Teague, watches for donations of vintage jewelry and then sets it aside for the annual Vintage Jewelry Club show. This year we had a table at the event and Pat Wesolowski and Genny McKain displayed and sold these items. We were able to deposit over $950 from the sales in support of our hospital. These are usually items priced above normal thrift store prices because they are unique and collectible.
The Villages © Regional Hospital Auxiliary invites anyone interested in the topics to join them for a light dinner and conversation with industry leaders in health care and wealth management.

All **Live @ 5** events begin at 5:00 pm and are located at The Villages© Regional Hospital Auxiliary East Campus 2nd floor - Classroom #1.

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**Calendar**

**March 14**

**Philanthropy in Retirement**

Jorge Romero, Senior Wealth Advisor, Ruggle Wealth Management

**The Heart and Your Love Life**

Usman Hashmi, M.D. Cardiac & Vascular Consultants

Join them for one or both

All **Live @ 5** events are **FREE** of charge.

Limited seating. Reservations required.

Call the Foundation Office at 352-751-8871.

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**Hearts for our Hospital Gala 2018**

Dick Campbell and Paul Farineau of the Foundation Board

Bonnie Albion, from the Foundation Office gave out table assignments.

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**SUPPORT OUR FRIENDS**

The businesses who have offered these discounts to encourage you to stop in and visit them. They have been revised!

Pick one up in the Day Captain’s Office.
Hearts for our Hospital Gala 2018

Ye Olde Thrift Shoppe Gala Volunteers

Who could refuse this adorable face? It was a good money-maker at the Auction!

Chris Kasprzak & Penny Kasprzak who are Co-chairs of the Cafe set up the Auction room with several volunteers!

Mary Lee, newest member of our Silent Auction decorating team and Jeannie Hendrix.

A display of Media on display to bid on.
Hearts for our Hospital Gala 2018

(L-R) Howard Glitt, Pat Kronk, Hershal Chapman played music before dinner.

The Gala Dining Room

Tom and Kathy Feeneghty helped with setups.

Baskets of Goodies Display

An Inviting Display for lunch for 30 at Buffalo Grille.