A New Season for TEEN VOLUNTEERS

It’s starting to look like it could be a big year for the Student Volunteer Program.

The special interview/orientation event in May resulted in ten new volunteers. On the same day, two special sessions for returning volunteers indicated that there will be eight returning from last summer, five continuing on from the school year, and one returning from the summer of 2016. That’s more than double the number of returning and continuing students that we’ve welcomed back in previous years.

We’ve had a second special session plus a make-up session, and they are expected to bring the grand total of student volunteers for this summer to more than 40. That represents an increase of greater than 30% from last year.

What makes it even better is that the quality of work and enthusiasm of the students last summer became known throughout the hospital. In May of 2017, only five departments (out of 39) felt they could benefit from having student volunteers. That number grew during the summer, and this year there are about twenty departments willing to participate.

More about the program continues on page 4.

George Counselman has been working to put the teens in the right departments in the right schedule. It has become quite a challenge! Let’s all invest in post-it notes.
**UPDATE FROM LOU**  
our Volunteer Coordinator

Even though the seasonal volunteers are all back at their other homes, our year-round volunteers contributed 12,088 hours of service to the hospital in May. If you put a dollar value to those hours it is $282,013 for May. Year-to-date (through May) volunteers have provided 80,282 hours or $1,872,979 of service. Thank you for your dedication.

Speaking of seasonal volunteers, we have had a change in our policy for returning volunteers. See the article by Gloria Counselman below. And a reminder to all volunteers, please take your ARCE during your birth month. If you are traveling during that month, take the test as soon as you return. Do not take it early.

A special thank you to those volunteers who helped out with special events/projects recently: The Foundation Scholarship Reception, Biometrics, and March of Dimes. Remember that if you volunteer for a special event or project you get double hours and your name is entered into a drawing for tickets to the Gala in February 2019.

The Joint Commission is expected at TVRH sometime this fall so be sure to pick up the “Joint Commission Survey Readiness” booklet in the Day Captain’s office. They also have the current Volunteer Handbook if you haven’t picked up your copy yet.

We are so blessed to live in the USA. Have a safe and happy July 4!

---Gloria Counselman, VPO Team Chair

**GOOD NEWS…**

for Volunteers with Extended Absences

Good news for volunteers returning after a lengthy absence. After much planning and work by Lou Emmert and Gloria Counselman, the 6-month allowed absence has now been extended to 10 months. That means if your absence is less than 10 months, the only requirement to return to volunteer is that your ARCE testing is current within your last birth month. You can check that requirement by calling the Volunteer Placement Office at 751-8176.

If you are gone more than 10 months, the process to return to volunteer has been considerably streamlined. In addition to the ARCE testing, you only need to complete a background check, complete a mandatory education form showing you have a handbook and active shooter flyer, and bring TB testing current, if necessary. The Volunteer Placement Office can coordinate TB testing with Employee Health and advise you if any testing is necessary.

We are very appreciative to all who helped make this change possible, for those involved in presenting the requested changes and a big thank you to those who approved the requested changes.

---Gloria Counselman, VPO Team Chair

**VOLUNTEERS**

New & Returning

Agoglia, Barbara  Moy, Tinna
Barrett, Kathleen  Pinter, Betty Jane
Bowes, Terri  Scannell, Mary
Brooks, Jacqelynn  Stauts, Mary
Dillard, Jack  Streng, Lynda
Ferens, Linda  Trifari, Liz
Filhart, Ronda  Wilcox, Jane
Gann, Evelyn  Devoti, Doris
Girardin, Susie  Hurlburt, Mary
Goodson, Carol  LaBaugh, Thomas
Hilmer, Russell  Mason, Patricia
Janette, Joseph  Richardson, Patricia
Johnson, Star  Walls, John
McGrath, Jean  Windsor, Amanda

Contact the Auxiliary Offices

The Auxiliary Office, 751-8061, is staffed Tuesday-Thursday 8:00 am - 4:00 pm and Friday 11:00 am - 3:00 pm.

The Day Captain’s Office, 751-8622, is staffed Monday-Friday 8:00 am - 4:00 pm and 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.

Visit our website: www.centflhealth.org

Our Mission
To improve the health and quality of life of the individuals and communities we serve.
Marilyn Veldof, Chair of our wonderful Gift Gallery, has decided now is the right time for her to retire from her position and our Auxiliary. We are sad about her decision, but we understand.

Marilyn joined the Auxiliary in 2003, and has served over 4,000 volunteer hours! She served in various departments early on, and accepted the challenge of managing the lobby Gift Gallery in 2014. As Manager and principal Buyer, she significantly impacted the growth and success of the shop. Her reward: invitation to participate in planning and modifying the shop’s design for our most recent remodel of the Main Lobby.

Always with a ready smile on her face and a twinkle in her eye, Marilyn would share stories about purchasing special items she thought staff, guests and volunteers might like. Storage, of course, was a constant issue and source of many laughs. (Never enough closet space!) Flexibility, calm and positive attitude served her well. And, her commitment to her Gift Gallery Team of Volunteers was paramount.

Thank you, Marilyn, for your Service…and your presence…and your beautiful soul.

Well done!

—Submitted by Pat Kronk
Hummingbird Writer

ADIEU TO a Dear Colleague and Friend...

So many friends showed up for her retirement party!

TEEN VOLUNTEERS BENEFITS

The recruiting effort points out that volunteering can meet the community service needs of the students and allows them to experience a vibrant hospital environment. To broaden the audience, it is made clear that the opportunities are not limited to the medical field. The large number of available positions can provide experience which can lead to careers in food service, retail sales, customer service, and office management.

Last year, the focus was on statistics, such as number of students, number of shifts worked, and other indicators. This year, the approach is that if the program is able to utilize and develop the skills, motivation, and enthusiasm of the participants, the statistics will take care of themselves and our hospital will benefit.

(Teen Volunteers continued from page 1)

(Teen Volunteers continued on page 5)
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).

THAT’S A LONG TIME!
Rita Montroy started as a volunteer just after the hospital opened. She now volunteers on Thursday afternoons at Ye Olde Thrift Shoppe. Her early years were spent as the Historian, Parliamentarian, and then the Recording and Corresponding Secretary for the entire Auxiliary. She is the first YOTS volunteers to receive her pin recognizing her FIFTEEN YEARS as a volunteer. We are delighted to have her helping us and very proud of her accomplishment.

NOW SERVING
Café Co-leaders, Chris & Penny
TEEN VOLUNTEERS PROGRAM 2018

A new feature for this year is a system of student volunteer levels to help manage the program. While it is not intended to be a formal ranking system, it’s something for the department chairs and volunteers working with the students to keep in mind. It works as follows:

**Level 1**
The student will “watch and learn.” It’s frequently done in most of the departments using a process we all know as “shadowing.”

**Level 2**
The student is capable of performing most tasks in the department correctly, with an appropriate amount of supervision. We would expect each student to reach this level within the first three or four shifts in the department.

**Level 3**
The student understands the flow and priority of the activities in the department, and is capable of performing with just an occasional spot-checking of the quality of work.

**Level 4**
In the opinion of the department chair and others on the shift, the student is qualified to be on the sub list. This would require completion of the standard volunteer training form.

**Level 5**
In the opinion of the department chair, the student is both capable and dependable enough to fill an open position in the department.

It is possible that an individual student could achieve different levels in different departments. The classification is left entirely to the discretion of the department chair and the other team members. An advantage for the departments is that it may be useful in identifying subs or filling vacant positions.

TEEN VOLUNTEERS RETURNING

The returning student volunteers are continuing to contribute in a significant way. There is not enough space to mention all of them, but they all are highly motivated and you would find it worth your while to get to know them and hear their stories. (We realize that having a picture or their name would be helpful, but for their protection, we cannot do so.

Here are a few of them which reflect the quality we have returning:

- She worked in ADU and in ASU/PACU last summer. When school started, she found time to volunteer in the ICU Waiting Room in addition to having a part-time job and working on college-level courses. This summer, with the merger of ASU-ADU-PACU, she will bring a wealth of experience to that area.

- She experienced a large number of jobs last summer, including Dietary, the Foundation Office, ASU/PACU, the Emergency Department and ED Admit. When school started, she was available during holidays, and she even came in the day before Hurricane Irma arrived so she could help out in the Café and in the Emergency Waiting Room.

- He volunteered in ASU/PACU and Supply Chain. Late in the summer he started a part-time job, but was still available to volunteer one or two days each week. The medical staff and volunteers in ASU were happy to see him return this year, and Supply Chain is looking forward to seeing him again.
The Gift Gallery…YOUR SHOPPING DESTINATION!

submitted by Billy Smith, Gift Gallery Chair

Spring has Sprung?
Spring has arrived in The Gift Gallery and with it some beautiful, unique, and affordable gifts. From new jewelry, including handmade necklaces and bracelets, to purses, clothing, spring wreaths and more. Look at some of our fantastic finds!

Gift Gallery Volunteers receive awards!
These beautiful ladies received new service pins! What fantastic volunteers we have in The Gift Gallery!

Congratulations ladies!

New Volunteers! Welcome!!!

Jeanne Morris
Karen Taylor

Did you Know... that when you shop at The Gift Gallery, you are contributing to the hospital? Proceeds from the gift shop go to help The Villages Regional Hospital, so why not make The Gift Gallery your shopping destination! Joan Hanosek, a TVRH volunteer makes the Gift Gallery her shopping destination for sure as she is one GREAT customer! Joan says if you are going to buy gifts, the Gift Gallery is a super place to buy and help the hospital at the same time.
Perhaps some would view the following story as “a matter of being in the right place at the right time”, but one volunteer felt the whole encounter was more than that. Her story follows:

A gentleman walked into the lobby one evening, approached our Front Desk, and announced that he needed to find a hotel, as he had difficulty seeing at night. Sensitive to his needs and sensing there was probably more to his story, they took him to a comfortable chair and gave him a cup of coffee and a cookie. In turn he have them his daughter’s phone number.

Upon calling his daughter, our volunteer discovered a Silver Alert had been out for him for two long days. He was missing from Melbourne! His daughter was sincerely grateful that our volunteers had helped her 88 year old father. The police were called, and their Father-Daughter reunion was initiated.

How did our Volunteer feel about this experience? She called it a “God Wink”.

The Monday night Front Desk volunteers are Sandy Dobson and Liz Hibbs. Both women at the Front Desk worked with the gentleman. Liz gave him a cup of coffee and then they visited to help him.

—Submitted by Pat Kronk
Hummingbird Writer

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ARC Education
Annual Regulatory Compliance
& Risk Safety Module
(Same Test, New Name, Still Mandatory?)

For NEW VOLUNTEERS
June 12 & 26 and July 10 & 24 • 8:00-11:00 am
Location is East Campus, 3rd Floor IT Training Room opposite the elevator.
ARCE hours at East Campus are also 1:00 to 4:00.

For ANNUAL VOLUNTEERS
Any Tuesday... 7:30 am - 11:30 pm
Location is East Campus, 3rd Floor IT Training Room opposite the elevator.
PLUS EXTENDED HOURS on TUESDAYS ONLY
3:00 -7:00 pm at TVRH Private Dining Room

Outside Transportation volunteers can have their eyes checked any Tuesday when they take their annual test. Eye Tests are available between 8:00 am and 11:00 am at the Employee Health Care Office on the 3rd floor of the East Campus.

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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.
When you receive an email from the Auxiliary office:

**DO NOT JUNK or UNSUBSCRIBE IT!**

Even if the topic has no interest for you, **JUST TRASH IT!**

We know that not all emails from the Auxiliary will pertain to YOU, BUT, there are many that will!

So, if you unsubscribe or send it to “Junk” you could miss IMPORTANT information in the future! Such as:

- The Hummingbird Hospital Christmas Gift announcement (Hams & Turkeys)
- Notice of Auxiliary Luncheon
- Temporary Changes and Directives concerning Construction and Renovations
- Announcements Re: coupons, discounts, free tickets for volunteers

If you accidently unsubscribe or you “Junk” it and are not receiving notices your fellow volunteers know about ...

please call the Auxiliary Office **352-751-8061**. They cannot just reconnect you, but they will help you get it done.

**GOOD INFORMATION TO SHARE WITH FRIENDS**

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**Senior Behavioral Health Center**

Older adults encounter changes in their life that may lead to emotional stress that requires specialized attention. The experienced team at the Leesburg Regional Medical Center (LRMC) Senior Behavioral Health Center focuses on treating mature adults who may need support and intervention. Our team is comprised of experienced psychiatrists, licensed clinical social workers, licensed therapists, and a nursing staff who are trained to work with older patients.

The LRMC Senior Behavioral Health Center is a 21-bed acute care center that focuses on adults whose coping skills affect their activities of daily living. Some identifying factors that may prompt the need for inpatient treatment are:

- Depression
- Anxiety
- Cognitive decline
- Difficulty coping with change
- Overcome with grief/loss issues
- Memory loss
- Hallucinations
- Explosive anger or crying spells
- Isolation/loneliness
- Non-compliance of medication
- Hopelessness/suicidal thoughts or intentions

**LRMC North Campus**

700 N. Palmetto Street

Leesburg, FL 34748

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**Leesburg Regional Medical Center**

Senior Behavioral Health Center

For a consultation or referral call:
Main Office: (352) 323-3270 or (352) 323-3272
Fax: (352) 323-3199

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**TREATMENT COSTS**

- Commercial insurance and Medicare coverage
WHY BAVARIA?

submitted (by request) by Joan Hanosek

The most frequently asked question is Why? Why did you and your husband John return to Germany every year for 22 years and why do you continue to return?

A simple answer is the love of the area, in particular Bavaria and its traditions, culture, people, family history and oh yes, memories, beautiful loving memories.

The Hanosek family immigrated from Bavaria to the United States pre-WWI in search of peace, employment and a future of hope as the family's oral history explained.

Life in "The Old Country" was a topic for discussion at birthdays and family holiday gatherings leaving a desire to explore the land of family ancestry, even though no living relatives remained in the far away land.

However, marriage, children, and related responsibilities prevented this from happening until 1993. That was our first visit to Munich, the Capital of Bavaria (A state in Germany). Bavaria is a world unto its own that stretches from the Alps to the Danube River. It’s a region so embedded with history and tradition one can only hope to return to its blue skies, crystal clear lakes, medieval towns and vibrant cities enriched with warm hospitality, mystic forests and snow capped mountain peaks.

Its history stems from the 12th Century as the Center of Salt and Beer, through the Golden Age of Kings, the rebirth after WWII, to its present day enchantment Munich reigns independent from other parts of Germany as a safe, clean university town, built on a human scale and close to the beauties of nature.

Bavaria, with its picturesque countryside, powerful Alps, unspoiled natural surroundings, healthy air, wealth of culture, and passion for life are its hallmarks. From small towns, to magnificent palaces and castles including Neuschwanstein Medieval Castle, which Walt Disney mimicked.

(TV RH Featured in NATIONAL ARCHITECTURAL JOURNAL)

The April 2018 edition of Healthcare Design, a popular architectural trade journal, features the new tower of The Villages Regional Hospital (TVRH) in an article highlighting senior-friendly design.

Special thanks to Sam Burnette, principal at ESA (Earl Swensson Associates), who served as the architect on the project and helped gain this national exposure for our facility.

Joan Hanosek, Auxiliary 2nd Vice President and Ambassador Chair

Neuschwanstein Medieval Castle
for his own Cinderella Castle, baroque churches, its urban center, Bavaria provides a harmonious blend of traditions with warm hospitality. Traditional clothing or “Trachten” is commonly seen being worn by the locals from the dirndl to the lederhosen and all is part of the ambiance and charm. Unemployment in Bavaria is the lowest in Germany and it has the 2nd largest economy of the 16 German States. Interestingly, most speak English very well, far better than we mastered the German language.

Dining is an event featuring traditional foods as Schnitzel, Knodel, Weisswurst, and Apple Strudel to name a few. Local beer excels in taste and quality with no hangover based on strict adherence to the German Beer Purity Law adopted in Bavaria in 1516 that prevents any additives in the beer. From breakfast to the evening meal and everything in between, one is never hurried. It is a time to relax and enjoy table conversations in low tones or as they call it, “Gemultichkeit,” a coziness, intimacy and unhurried pace to counter the frantic speed of modern life.

These are a few of my favorite things about Bavaria, and why we traveled repeatedly for the experience. We varied the seasons, Spring, Autumn,Winter celebrating May Day, Oktoberfest, and Advent with its magnificent Christmas Markets with even a few New Years’ Celebrations. We traveled alone feeling quite safe and comfortable staying at our favorite hotel. Hotel Torbrau is the oldest hotel in Munich, with only 90 rooms, and a 525 year history, ideally located in the heart of the ”Alstadt” Old Town Munich near Marianplatz.

My dear John would often comment as we prepared for our journeys that if our time was up he hoped it was at the end of a trip not the beginning!

Little did we imagine that our holiday in December of 2015 was to hold the imprint of the Hand of God that affected our life and that of our family forever.

The day prior to our return home John became acutely ill which rapidly worsened. He was rushed to a Munich Hospital where he was diagnosed with “walking pneumonia” that quickly developed into sepsis and multi-organ system failure. He passed into Eternal Rest in the ICU, with me at his side, in the early morning hours of December 16... our return home date!

The following hours and days were filled with shock and grief. The hotel staff, along with a young married couple, our children’s age, whom we met on our first visit in ’93, provided all the love, compassion, and support beyond expectation. No words could ever express my gratitude to the hotel manager, Andreas and his staff and dear friends Doris and Joachim. They became my Bavarian Family and remain so to this day.

I returned to The Villages December 23 following six days of International Regulations and Red Tape.

My life with John was richly blessed with 50 plus years of marriage, loving children and spouses, and grandchildren. It was well lived and dearly loved. He has the Peace of Heaven and his beloved Bavaria was his Portal into Eternity.

I return annually to “our hotel” and my Bavarian Family, only now with children and even the next generation with a granddaughter, to express our gratitude for the love and kindness extended to me during that difficult time. I can also share with them the sights and sounds and memories of Bavaria that their Father and Grandfather so dearly loved as well as experience their heritage. That is what family is about.