OUTSIDE TRANSPORTATION
– Sentry and Service

Keith Bonn, a TVRH Volunteer for four years, recently accepted the position of Outside Transportation Department Chair. He is an energetic man with a lifetime of experience in community service and fire safety, and demonstrates a solid commitment and “Can Do” approach to our outside transportation services. Giving back to the community is important to him. Keith is quick to boast about the department’s structure and organization, and how much he values the commitment and capabilities of his team of drivers.

“We are generally the first personal contact visitors have with the hospital. It is important that we greet visitors with a smile; and transport them safely to their destination. Our drivers offer quiet comfort and support when visitors are anxious and worried, as well as light-hearted banter when visitors are relaxed and more carefree. It is a social/service balance that varies in every transportation experience of every day. We recognize that we are a unique department.”

(Transportation continues on page 2)
(Transportation continued from page 1)

Keith and colleagues, Tom Hollister and Pat Campana, “likened” Outside Transportation to mail delivery service: “Neither Rain, Sleet, Snow, Hail or Gloom of Night shall keep us from ....” Our drivers are “out there in all kinds of weather,” 7:00 am to 8:00 pm, every day of the year! Our drivers are dedicated and committed to providing a valued service to all guests, staff and volunteers of our hospital.

In addition to transportation of visitors, this team of volunteers manages all logistics and security for the Gala. Fifteen to twenty drivers provide set-up and security. And, as in the parking areas for the hospital, “we watch out for the safety and security of all.”

**Tom Hollister** serves as Co-Chair of the Outside Transportation Department. He has been a TVRH Volunteer for many years, and happily claims over 3,000 hours of service. Defined as, “the Glue Factor of this department,” per Keith, as “Tom keeps all 88 drivers operationally ready every day, and manages 52 (4-hour) shifts per week. The department is totally funded by The Foundation, and has four carts that are leased and maintained in good working order.

**Pat Campana** holds the title “Busiest Sub in the Auxiliary”, as he does not hold a regular schedule, preferring to “sub” for other drivers. Described as one who does not understand the word “No”, Pat once volunteered to sub 25 shifts in one month! “I like the department, I enjoy all the wonderful people I work with, and I am happy to drive. If they need a driver... here I am!”

It is easy to see the relaxed camaraderie these three gentlemen enjoy. Their commitment to the hospital, visitors, patients and each other is impressive. They enjoy their volunteer work, appreciate the responsibilities they have, and strive to do their very best. Of course, it goes without saying, they are always looking for more Outside Transportation volunteers!

~~ Submitted by Pat Kronk, Hummingbird Writer.~~
**Time Flies! BUT, Not too Fast To Make A Difference!**

The summer has flown by and with that brings the start of a new school year for many area schools. It signifies that before too long our seasonal volunteers will return. We are happy to welcome them back. Although more than 100 volunteers have been away for the season, I am delighted to report that we, as an Auxiliary, were able to maintain our service level at more than 12,000 hours a month. You may be aware that an hour of volunteer service is valued at $23.33, making 12,000 hours of service equivalent to $280,000. This is a significant achievement and cost savings to the organization. Moreover, this demonstrates the dedication and commitment you have to your fellow volunteers and OUR hospital!

**Congratulations** to the Café, Gift Gallery and Ye Olde Thrift Shoppe for generating a net revenue of more than $581,000 for the fiscal year 2017-2018. This is fantastic! Think of all the scholarships and hospital equipment that can be provided from these funds. Thank you to all the volunteers who work in these three areas.

**Please Check**

Please remember to check the door frame of a patient’s room before entering for any signage to indicate you should not enter. This could include isolation precautions, safety concerns, patient request or others that are applicable to us even when volunteering. Even if a staff person says it’s OK, politely let them know you are not able to do so.

**It’s REQUIRED**

All volunteers are REQUIRED to take the ARCE module in your birth month. If you are traveling or on a leave of absence, please take it as soon as you return, do not take it early. In order to be eligible for many of the volunteer benefits, it is necessary for each of us to complete the ARCE and be a volunteer in good standing (see Auxiliary Handbook).

**We Love the Teens!**

The hospital and auxiliary welcomed more than 45 teenage volunteers this summer which many of you have had the opportunity to work with. Throughout their time here, they have been very helpful and we are appreciate of all they have done. My thanks to George Counselman for the wonderful job he has done with the teenage volunteer program, and for having been their instructor, mentor and friend.

**A Survey!!**

I’m in need of your assistance. A short survey has been developed and placed in the Day Captain’s office and at Ye Olde Thrift Shoppe for you to complete and return, sharing your input on various topics. I value your feedback and will use information gathered from the survey to assist in planning for the coming year. It is my goal to have at least 75% of our volunteers complete the survey...remember you can and do make a difference!

With constant change taking place in our lives and at the hospital, your patience and positive attitude are most appreciated. Thank you for all that
A SURVEY

A short survey has been developed and placed in the Day Captain's office and at YOTS for you to complete and return.

Share your input on various topics. Lou values your feedback and will use information gathered from the survey to assist in planning for the coming year. It is her goal to have at least 75% of our volunteers complete the survey...

REMEMBER you can and do make a difference!

ARC Education
Annual Regulatory Compliance & Risk Safety Module

For NEW VOLUNTEERS
Aug. 7 & 21 • 8:00-11:00 am
Location is East Campus, 3rd Floor IT Training Room opposite the elevator.

For ANNUAL VOLUNTEERS
Location is East Campus, 3rd Floor IT Training Room opposite the elevator.
Any Tuesday... 7:30 am - 11:30 pm
As a Trial: HOURS: 3:00 -7:00 pm in TVRH Private Dining Room off the Cafeteria.

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.

6000 Hours
Gloria Counselman

500 Hours
Robert Alan Bragg
Sandra Lauer
Julie Garlepy
Maureen Wolff
Robert E. Brooks
Ginny Damato
Marion May Gruzalski
Marilyn Mosel
Patricia Cutright
Theresa Filkins
Melanie Stefan
Anna Kisielica
Nancy Padden
Barbara Ann Hilleary
Maria Satterfield
Leonard Alper
Ann Schmidt
Janet Wright
Janet Bassett
Regina Clymans
Scott Roberts
Susan Lynch
Lome Eliosoff
Pat Bruce

500 Hours
Douglas Terry
Betty Hershey
William Charles Wilkie
Noella Pepin
Bernard DiMaio
Carole Flynn
Nydra Molinary
Patricia Endres
Martha Trone
James Hipple
Francesca Duarte
Shirley Napier
Tina Morgan
Alison Brown
Joseph Nitto
Phyl Kasiak
Charlene Jaeger
Geraldine Freeman
Louise Clark

2000 Hours
Cinda French
Penny Kasprzak
Patricia Nitto
Judy Flood
BCh Reedy
Denise Daluga
Betsy Trigilio
Kris Franklin
Shirley Ann Burdge
Joseph Frangione
Ralph Flood
James Park
Richard Sunderman
Connie Williams
Judith Terraciano
Paulette Laverty
Barbara Biggs
Howard Mortimer
Sandy Zonin

300 Hours
John McGinnis
Bonnie Cohen
Marie Zielenksi
Bonnie Rowen

4000 Hours
Jackie Sampson
Vivian Kramer

2ND QUARTER MILESTONES HOURS 2018

200 Hours
Theresa Filkins
Melanie Stefan
Anna Kisielica
Nancy Padden
Barbara Ann Hilleary
Maria Satterfield

300 Hours
Robert Alan Bragg
Sandra Lauer
Julie Garlepy
Maureen Wolff
Robert E. Brooks
Ginny Damato
Marion May Gruzalski
Marilyn Mosel
Patricia Cutright
Theresa Filkins
Melanie Stefan
Anna Kisielica
Nancy Padden
Barbara Ann Hilleary
Maria Satterfield
Leonard Alper
Ann Schmidt
Janet Wright
Janet Bassett
Regina Clymans
Scott Roberts
Susan Lynch
Lome Eliosoff
Pat Bruce

300 Hours
John McGinnis
Bonnie Cohen
Marie Zielenksi
Bonnie Rowen

500 Hours
Douglas Terry
Betty Hershey
William Charles Wilkie
Noella Pepin
Bernard DiMaio
Carole Flynn
Nydra Molinary
Patricia Endres
Martha Trone
James Hipple
Francesca Duarte
Shirley Napier
Tina Morgan
Alison Brown
Joseph Nitto
Phyl Kasiak
Charlene Jaeger
Geraldine Freeman
Louise Clark

100 Hours
Peggy Douglas
Cacinda Baker
Michael Stepanian
Wendy Sorenson

100 Hours
Richard Alper
Ann Schmidt
Janet Bassett
Marjorie McGraw
Joyce Crenshaw
Judith Oliver
Dan Barnes

2k Hours
Cinda French
Penny Kasprzak
Patricia Nitto
Judy Flood
BCh Reedy
Denise Daluga
Betsy Trigilio
Kris Franklin
Shirley Ann Burdge
Joseph Frangione
Ralph Flood
James Park
Richard Sunderman
Connie Williams
Judith Terraciano
Paulette Laverty
Barbara Biggs
Howard Mortimer
Sandy Zonin

500 Hours
Robert Alan Bragg
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Julie Garlepy
Maureen Wolff
Robert E. Brooks
Ginny Damato
Marion May Gruzalski
Marilyn Mosel
Patricia Cutright
Theresa Filkins
Melanie Stefan
Anna Kisielica
Nancy Padden
Barbara Ann Hilleary
Maria Satterfield

2000 Hours
Cinda French
Penny Kasprzak
Patricia Nitto
Judy Flood
BCh Reedy
Denise Daluga
Betsy Trigilio
Kris Franklin
Shirley Ann Burdge
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300 Hours
John McGinnis
Bonnie Cohen
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4000 Hours
Jackie Sampson
Vivian Kramer

2ND QUARTER MILESTONES HOURS 2018

6000 Hours
Gloria Counselman

2000 Hours
Cinda French
Penny Kasprzak
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Denise Daluga
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Kris Franklin
Shirley Ann Burdge
Joseph Frangione
Ralph Flood
James Park
Richard Sunderman
Connie Williams
Judith Terraciano
Paulette Laverty
Barbara Biggs
Howard Mortimer
Sandy Zonin
A HAPPY PATIENT

To The ICU team:

I have tried to find an appropriate thank you card with no luck. So, I'm writing this note to thank you and your team for your part in saving my husband, Paul Marshall’s life. Our family will be forever grateful for the skill, concern and care that was shown by everyone involved in his critical care. I would especially like to thank His nurse Karrie whose excellent care of Paul and concern for me and my family were greatly appreciated.

Sincerely, Sheila & Paul Marshall

Ryan King, Manager of Safety and Security, has said "What happens is people come in to the emergency not knowing if they will be held over or admitted. Then we cannot locate the persons or move the vehicles if they are still there after 8 am."

I would like to remind our awesome volunteers that we are all generously giving our time to assist and support the hospital in their mission. It is important that we follow directions given to us by Hospital Staff.

Jeannie Rogale our President

Dear Volunteers,

It has certainly been hot this summer here, but I took a break and visited my sister in Seattle, Washington. It was nice sharing time with family and having some cool weather. I am happy to be home again with my friends at The Village Regional Hospital.

I hope all of you are enjoying your summer as before long travelers will be back and our snowbirds will arrive to share our duties in the Hospital. We have missed those who have been traveling.

While I was in Seattle I did some volunteering in the Senior Citizen's Kitchen, (my sister cooks for the Senior's three times a week). It's amazing and important to see how much volunteers are needed. I felt proud to say I too was a volunteer for our hospital. I tried recruiting some of the volunteers but...I had no luck.

Talking about recruiting, maybe you can talk to your friends and new neighbors, and share what you do in the Hospital. We'd love to have them and we have open shifts to be filled.

Remember, you need to take the ARCE test during your birthday month. If you have been away, do it as soon as you return. The test is given on Tuesdays East Campus 3rd floor - 7:30 am - 3:00 pm in the IT Roo. Also you may take it in the cafeteria, private dining room from 3:00 pm-7:00 pm on Tuesdays.

Have you heard about The Sharon Morse Celebration Garden? I just received a memo that the second brick I ordered for a family member was ready to be placed in the Garden. The Sharon Morse Celebration Garden is located between the Village Regional Hospital and the Sharon Morse Medical Office Center. These bricks can be purchased, are not just for family and friends - but for your beloved pets also. The bricks can be given as a gift for marriage, grandchildren and anniversaries.

When you participate in our Commemorative Brick program, a gift of $100.00 (tax deductible) will reserve your brick for engraving and placement. All funds will be used to continue the mission of the Hospital. Bricks are installed a few times a year. You will be notified when your brick is ready to be placed. Think about it - it is a great gift to give and receive.

Jeannie

Continue to enjoy your Summer, see you around the Hospital!
GOODBYE & GOOD LUCK

Almost four years ago, a rather timid high school student joined Ye Olde Thrift Shoppe as a volunteer hoping to get some community service to augment her academic resume. Unlike many teen volunteers, Lynn Pham did not leave at the end of the session.

For the next few years, she attended school, worked full time (first at Fresh Market and then as assistant manager for a nail salon) and volunteered at the Shoppe two or three times per month. Not an easy task to accomplish!

Fast-forward to today and a self-assured Lynn is still with YOTS, volunteering on Saturdays in the clothing department. This will end soon because she is headed to the University of Central Florida in Orlando to pursue the next step in her long-term goal.

After graduating from Leesburg High School, and becoming a US citizen, Lynn has been attending Lake Sumter State and has earned her two-year Associates Degree. She now plans to earn a Bachelor’s Degree in Legal Studies. Lynn is the first female in her family to attend college and needless to say her parents are extremely proud of her.

She credits her parents with keeping her motivated and encouraging her all along the way. Long term she would like to continue and earn a law degree.

When asked what she learned from volunteering at YOTS, Lynn immediately mentions “team work.” She likes helping customers, recommending sale items, and the collaboration with other volunteers. We have enjoyed watching Lynn blossom and we know she will be successful in whatever she does – and we will definitely miss her at the Shoppe. Karen Harkins, YOTS General Manager, commented “She’s always helpful and focused, and ‘hats off’ to her for continuing to pursue her dreams.”
Sue Brannon has been volunteering in the Café for almost one year. She was told about this volunteer opportunity by a friend who volunteered with the Hospital Parking Lot Shuttle team. Being retired, and having a long history of serving others, Sue decided to give it a try.

Sue is one of many important parts of Monday Afternoon Volunteer time. She is fun, pleasant and a spontaneous source of sunshine in our hospital. Her ready smile and upbeat greetings set the tone in the Café, and spill out into the rest of the lobby.

What does she like about working in the Café? “The people, and the fact I never sit down! Making coffee, baking cookies, stocking supplies, cleaning and helping customers make the hours fly by. It is enjoyable to converse with patients/families/staff and other volunteers, and hear their life stories.”

Sue says she is lucky to have her husband of 38 years, sister, niece, brother-in-law, mother-in-Law and father-in-Law living here in The Villages. “We all escaped Michigan’s cold and snow, and absolutely fell in love with the Florida Sunshine!”

“ I look forward to my shift, and I make sure I stay busy for every minute. I seldom sit down, so if there is a lull in the Café, I can be found organizing, as well as tidying the Cafe and the Lobby. The lobby needs to be inviting and welcoming, and the magazines need to be straightened. Of course I want everyone to come to our Café, and I am told the baking cookies offer a sweet invitation. So, I bake cookies, lots and lots of cookies!”

From the perspective of the lobby piano, a steady stream of people pass the Café, and very often stop in mid-step to look over to the Café, smile and say hello. Of course the aroma of baking cookies is a natural draw to the Café, but Sue’s friendly demeanor is the Welcome sign.

~~ Submitted by Pat Kronk, Hummingbird Writer

The Café now has 2 volunteers for Sunday leaving THE ONLY OPENINGS on Tuesday and Saturday 4:00-8:00 pm.

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Penny is thankful for the student volunteers’ recent help with completing the Café inventory.
GIFT GALLERY LOBBY SALES

The Gift Gallery Lobby Sales are very successful. During this time, some additional Volunteers are needed, mainly at check-out and to help process Payroll Deduction for the Team Members.

If you can be of assistance on any of the days and times listed below, sign up by contacting: Billie Smith at 352-553-4836 or Email: bejwsmith@gmail.com

The schedule is as follows:

**July 30, Mon**
7 am - 10 am

**August 9, Thurs**
7 am - 10 am

**August 10, Fri**
7 am - 10 am
1 pm - 4 pm

**September 18, Tues**
7 am - 10 am
10 am - 1 pm

**September 19, Wed**
7 am - 10 am
10 am - 1 pm
1 pm - 4 pm

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THE VILLAGES REGIONAL HOSPITAL FOUNDATION

WELCOMES

Schanda Strawder!

Schanda Strawder has been part of the Central Florida Health family for more than seven years, having worked in the Education Department. In May, Schanda transferred to the position of Administrative Assistant in The Villages Regional Hospital Foundation.

Schanda and her husband of 28 years, originally from North Texas, have two children, and bragging rights to two wonderful grandchildren. An animal lover, Schanda has two dogs and one cat. For pure fun, she enjoys “Old Muscle Cars”: a 1968 Dodge Charger 440 and a 1978 Pontiac Trans Am.

When asked what makes her job meaningful, she quickly responded that, “Every day is special, and each day brings a new interaction that is both interesting and energizing. I work with phenomenal people, and every day is a new adventure. It is important work. I am blessed to be working with an organization that gives back to team members and the community. I strive to do my very best with every project. And, I look forward to working with the Foundation and our wonderful Volunteers to continue to make a difference in our hospital and community.”

Welcome, Schanda!

--- Submitted by Pat Kronk, Hummingbird Writer

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MUSIC IN A HOSPITAL...

A not so unusual concept, given the fact that most of us have been hearing “elevator music” for years, and were hardly even aware when that same music spread to common areas of shopping malls, department stores... and hospitals. What is somewhat unusual, however, is live piano music played by musicians who volunteer their time and talent because they love to play, and because they want to help make another’s day a little brighter, and perhaps, a little easier.

The Musician Auxiliary started in early 2007, and has grown to more than fifty musicians. Of course, we have all levels of education, expertise, style and experience. Some specialize in classical music, some have the most fun playing show tunes, and others prefer rag time, spiritual or Country music. Additional instrumentation includes clarinet (Howard Glitt), two guitars (Hershal Chapman and Scott Roberts) and one harmonica (Richard Menninger). Scott and Richard are Troubadours who play in elevator lobbies or, by special request, in patients’ rooms.

One portion of our Musician Auxiliary that is unusual is the trio. Many shocked looks (followed by smiles/waves/thumbs ups) are followed by the most common

(Music continues on page 9)
observation: “Only in The Villages! How did a trio come to play in this Hospital? “

Innocently, is the correct answer. It just “evolved,” and it is a sweet story:

I (Pat Kronk), joined the musician ranks in 2007. I chose Monday afternoons, 2:00–4:00 pm. I calmed my nerves by pretending I was back in my childhood home, where my parents would be listening to the piano in another room. It was sweet. In 2009, our coordinator resigned, so I assumed responsibility for our group. My husband, Howard Glitt (a fabulous Jazz/Swing Band/Big Band musician) decided he wanted to join me in the lobby. I said NO, because his saxophone would be too loud. I might get fired. He said “clarinet.” I said NO! Too loud. I have heard clarinets in Dixieland Bands. I might get fired. His counter-offer: “low register,” I folded. Okay. We will try it one time in the lobby.

The next Monday the two of us played duets. This pianist did not receive one comment...other than, “Hello...where is the rest room?” Many listeners seemed to swoon over Howard and his clarinet.

One year later, I received a call from Hershal Chapman, who offered his services in our Auxiliary as a “token guitarist.” I countered that I love guitar music, and soon he was playing on Mondays, 12:00–2:00 pm. We would chat between sets, and compare notes regarding songs, favorites, and musician opportunities here in The Villages. Change-over time was always fun and lighthearted.

One week, at change of shift, Hershal asked if he could play one tune with us. Sure! We moved Howard to one side of the piano, and Hershal and I shared a piece of music. It was pure fun, and the music we produced sounded sweet to our ears.

The next week, Hershal asked if he could play a couple of tunes with us. Sure! Again, the sound we produced was sweet.

The third week, Hershal moved in.

Jim Lemon, then President of the Auxiliary, invited us to play gathering music for the GALA. Of course, we were happy to be invited. We also decided we needed a name for our group. So, we did the smart thing, we copied Howard’s license plate and adopted the title “Jazz, Etc”!

That is how a trio came to play music in the lobby of our Hospital.

~~Submitted by Pat Kronk, Chair, Musicians Auxiliary, Hummingbird Writer
HOSPITAL VOLUNTEERS RUN THE SHOW

Volunteers at The Villages Regional Hospital do a number of tasks that help the hospital run better and more efficiently for the patient and community they serve.

Sandy Giannuzzi, of the Village of Country Club Hills, has volunteered at the hospital for the past five years. She works in the hospital lobby.

More than 900 volunteers serve The Villages Regional Hospital. They are a significant part of the larger hospital community that works together to provide care and comfort for the people it serves. Volunteers work in 38 departments and contributed a total of 167,000 hours of volunteer work in 2017.

Lou Emmert, the volunteer coordinator, is proud of the work that volunteers do. They provide ice and water to patients, deliver flowers and newspapers, stock supplies, sanitize equipment and discharge patients, among other duties. Volunteers run the on-site Gift Gallery and Café, as well as the Ye Olde Thrift Shoppe.

Lou Emmert, of the Village of Belle Aire, said the money earned by the shops often goes directly back to the hospital and buys equipment. The money also helps fund scholarships.

Because the volunteers work with nurses and other medical staff so much, the volunteers are considered team members in their own right.

“It’s a great place to work. You really feel appreciated,” Lou said. “It’s really a team effort.”

One of the volunteers, who works at the hospital is Sandy Giannuzzi, of the Village of Country Club Hills. Sandy has worked in the hospital’s lobby for five years. Three years ago, she picked up another volunteering role: helping in the infusion center. She works twice a week in four-hour shifts and does a variety of tasks.

In the lobby, Sandy offers assistance to friends and family visiting their loved ones, and in the infusion center, she runs samples to the lab.

“The nurses are so appreciative,” Sandy said. “They can’t say thank you enough.”

Sandy became interested in volunteering with the hospital after finding out that a friend volunteered there. At first, she couldn’t volunteer because most of the positions require a lot of walking.

After her knee replacement surgery, she signed up and started helping out. She appreciates all of the people she has met and the friendships she made. Sandy also said volunteering at the hospital has made her appreciate her good health.

Sandy said she has learned a lot from working there. “There’s so many things I had no idea (about),” she said.

Sandy also co-chairs the Christmas decorating committee. The committee decorates every floor of the hospital, often putting up multiple trees per floor. Organizing and planning the decorations takes so long that the committee starts meeting the first week of September.

The hospital is always looking for volunteers. According to Emmert, there are about 70 open volunteer shifts that can be filled.

~copied from The Daily Sun, written by Amber Hair
VOLUNTEER WORK BECOMES NEW CAREER

Gloria Counselman never imagined she would spend so much time in a hospital. As a retired banker and finance manager, health care was an industry she didn’t see herself getting involved in. But these days, the Village of Sanibel resident spends more than 60 hours a week volunteering at The Village Regional Hospital.

It all started with a newspaper.

During Gloria Counselman’s brief stay as a patient at TVRH, she came to rely on and really appreciate the man who delivered a newspaper to her room each morning. So much so that when she was discharged, she called to ask how she could start volunteering to deliver papers to patients. When I called, they said I’d have to be there by 8 am, and I said, ‘I’m retired! I don’t need to be anywhere that early,’” she recalled with a laugh.

Instead, Counselman signed up with TVRH to volunteer in patient care, stopping by rooms to take patients ice and water and help wheel them to their cars when it was time to be discharged.

“I loved that job because everyone is happy to be going home,” she said.

Soon that one four-hour shift turned into two. Two shifts turned into three. And it quickly snowballed until three years later, Counselman is spending an average of 60-70 hours a week donating her time at the hospital.

She and her husband, George, both volunteer up to seven days a week at the hospital rotating through various roles.

One day, Counselman will be meeting patients as they arrive in the emergency room, and the next she will be interviewing new volunteers to match them with the most suitable service opportunities. The Counselmans are two of the 900 volunteers signed up at TVRH Auxiliary Foundation.

“We’re always here together, and that makes it fun,” Gloria said. “When someone sees one of us, they always know the other must be around somewhere.”

After three years of volunteering at the hospital, in mid-June, Gloria hit 6,000 volunteer hours. That averages out to five and a half hours ever day for three years straight.

“You find one job and then another one interests you and you keep moving,” she said. Eventually you get so involved that you find a family here. You walk thorough the halls and you know everyone.”

Gloria knows if she volunteers on Thursday, the cafeteria will serve lasagna. On Wednesdays, it’s most likely spaghetti.

She knows how to comfort someone as they sit in the emergency room waiting to be seen. She delivers a pink blanket if someone looks cold and directs family members who are walking in to visit and check on their loved ones.

“It’s the little things that you do for people that make a difference,” she said. “And being able to do that makes you feel good.”

~~copied from The Daily Sun, written by Sarah Wilson,