THEY JUST KEEP GOING AND GOING

A celebration was held for the Volunteers who have been Auxiliary members for more than 15 years.

Twenty-two of the twenty-five volunteers showed up to share stories, memories and laughs about the changes they have seen since the Summer of 2002. The Auxiliary was underway before TVRH opened in July of 2002. This group of twenty-five “veterans” have donated a total of 88,250 hours through August 8, 2018 – that’s over 3,500 hours each on average per volunteer. Pretty impressive!

Some of these tenacious individuals started in one department and are still there some 16 years later. Others have worked in a variety of departments and functions. They come from all walks-of-life; some worked in medical fields, some taught school, others were in industry, a few did sales or banking, while others have always volunteered. Many of the early joiners were doing it to honor a family member or because a spouse asked them to join. In the first year they were often put into jobs completely outside their knowledge base, but they quickly adapted.

(15 Year Volunteers continues on page 3)
UPDATE FROM LOU our Volunteer Coordinator

WHETHER YOU THINK YOU CAN OR THINK YOU CAN’T, YOU’RE RIGHT!  Henry Ford

September is one of my favorite months particularly since college football begins. It also, though, brings a sad memory of September 11, 2001. I’m sure each of you can remember exactly where you were and what you were doing when you heard about the planes crashing into the World Trade Centers. This day has now been designated as the “National Day of Service and Remembrance.” I would encourage everyone to take a moment of silence or prayer to reflect on the events of this day.

Speaking of “service,” I cannot say thank you enough for the numerous hours of time and commitment you provide in support of our patients, families, friends, and hospital staff. Because you are so valuable, we can always use more of you. Currently there are over 100 four-hour shifts open to help support hospital needs. If anyone is interested and would like to accept another shift, please reach out to learn about the available opportunities.

To help with recruitment the Daily Sun has published a number of articles which always generates a few applications. We are also planning another recruitment event in October and can use your help as well. How you might ask? If you’ve had a positive experience and enjoy volunteering invite your family, friends and even visitors to join our team…your voice makes a difference!

When you’re inviting others to be a volunteer be sure to remind them of some of the benefits including:

- a meal in the cafeteria,
- free cup of coffee or water each shift,
- ham, turkey or vegetarian for Thanksgiving or Christmas,
- pins for the hours and years of participation,
- and when a volunteer reaches 5,000 hours of service their name is placed on a plaque by a hospital room.
- Also don’t forget the annual appreciation luncheons for all volunteers in April.

Most of all the benefit of knowing they are helping to make a difference in the lives of our patients, families and in the community.

If you have not yet done so, please pick up a copy of the ”Joint Commission Survey Readiness” book in the Day Captain’s office. The Joint Commission is expected at TVRH within the next few months and our goal is to ensure all volunteers are up-to-speed on their responsibilities and hospital policies. The last time the Joint Commission visited our hospital they commented that our volunteers “sparkle.” We want them to make similar comments after this visit. A review of the Handbook would be helpful too regarding dress code, AIDET, confidentiality, and other requirements.

If you have any questions or concerns, please feel free to contact me either by email lemmert@centflhealth.org or at 352-751-8871. Have a great September!

Lou Emmert  
Volunteer Coordinator

WEB SITE: https://www.thevillagesregionalhospital.org
15 years of volunteering continued from page 1)

In the 16 years since The Villages Regional Hospital opened there have been many, many changes; more beds, more square footage, more procedures, more operating suites, and of course more volunteers. The uniforms have changed colors from light teal, some with blue and white stripes, to almost forest green and now to teal. Departments have moved, names have changed, logos have changed, and the Auxiliary Foundation formed.

But despite the changes, there are consistent threads among the long-lasting volunteers. They all enjoy giving back to the community. Volunteering gives them a purpose in life, and they cherish their co-workers.

So what has kept these volunteers dedicated to our hospital? When asked why they have stayed, some said, “being thanked for my help by the staff every week as my shift ends.” Others said, “the warm feelings you get when you are helping a patient.” Many said some variation of enjoying the friendships they have made with other volunteers.

And will these tenacious Auxiliary members still be volunteering in five years? With the exception of two who have already announced their retirement, they all agreed that if they were physically able, they would continue sharing their time and energy. One particularly feisty member said “Well I’m going to be 90 next April so I’m not sure I will last another 5 years, but I sure hope so.”

(15 Year Volunteers continues on page 4)
Lois Laabs has worked with every Auxiliary President since its inception and has helped move the Auxiliary office seven times over fifteen-plus years.

Mary O’Donnell was pressed into service as the first Treasurer for the Auxiliary. She then was asked to startup the Gift Gallery and to oversee the golf cart drivers. She has already volunteered over 8,000 hours and still enjoys buying for the store.

Our 25 Volunteers Who Have Volunteered 15 Years at TVRH

Back Row: Rena Marchard, Shelli Morjoseph, Marjorie Enloe, Elvie Uliano, Nancy Gulemi, Lois Laabs, Rita Montroy, Camile Kelso, Beverly Semple, Mary O’Donnell, Marge Dombek Bob Strongin

Front Row: Helen Starost, Lynn Fulci, JoAnn Halb, Juliette Tesa, Sarah Pietrantoni, Natalie Newfelder, JoAnn Early

Not Shown: Bob Ciesco, Bonnie Morris, Judy Robins, Carole Garvin, Marcella Johnson
8000 Hours
Jim Lemon
Jeannie Rogale
Sandy Murphy

5000 Hours
George Counselman
Gloria Counselman
Judith Tiso

4000 Hours
Jo Ann Earley
Marilyn Veldof

3000 Hours
Robert O’Neal
Tom Hollister
John Meakin
Sara Pietrantoni
Stephanie Starnes

2000 Hours
Jeanne Wandall
Jim Cummings
Cori Purdom
Jane Raczkowski
Mark Kirschner
Judy Robbins
John Valentine
Joan Hanosek
Beth Malak

1000 Hours
Donald Ashwell
Nancy Meyer
Diane Marie Stein
Billie Smith
Margaret Skieciuz
Anne Graham
Lucia Visintainer
Candice Ginns
Christine Kasprzak
Beckie Montgomery

500 Hours
Janet Cassesse
Grace Frazetta
Viola Ferry
Christine Horan
Roy C. Weimert
Karen Zink
Susan Smith
Katherine Grusenski
Betty Hawkins
Maria Sandstrom
Nancy Dickson
Donna Hoke
Margaret Heller
Hank Presinzano
Sandra Jones
Dorothy Cappi
Beverly Hood
John Haley
Sandra McKillop
Michael Sarno
Joseph Wray
Raymond Paisley
Richard Schnurpfeil
Robert Linker
James Brooks
Frank Cermak
JoAnn Jackman
Mary Lee
Terry Fiorito
Jackie Cashman
Jody Haley
Carol Engstrom
Dennis A. Phillips
Donna Boland
Ralph Flood

300 Hours
Janice Romesser
Carolyn Hernandez
Margaret Cooper
Delores Ball
Susan Ann McMarlin
Geri Heslin
Susan Buhlmann
Christine Moore
Peggy Mills
Rachel Castelli
Sarah Shockley
Mary Hohne
Diane Moore
Evelyn Cote
Wendy Laverne Locke
Jack Roberts
Pauline C. Pan
Jo Kister
Constance Ingram
Paul Patella
Gloria Wist
Sharon Stevens
Sandra Blackburn
Genny McKain
Lois Cimmino
Debbi McCloskey
Patricia Rockefeller
Nancy Ringer
Mary Jane Bosley
Cathy Gero lemon
Dottie LaBrie
Cynthia Auble
Eileen Disinger
Kathy Cubberl
Karen Skaggs
Sandra Dobson
Irene Rosche
Dotty Power
Kathleen O’Malley
Ada Colon-Montano
Jean Cable
Mabel Nelson
Jerry Bosley
Thomas Unger
Raymond Rockefeller
Gary Sparks
Cathy Marchese
Jack Matekanski
Joseph (Joe) Zurzolo
Bryan (Chan) Elkins
Nancy Pfeffer
Ronald Pfeffer
Laurel Schreiber
Suzanne Paden
Socorro Torres-Lopez
Bernice Darnell
Fran Caswell
Lucy Fitos
Anita Waite
Judy Shepherd
Harriett Yaeger
Margaret Logan
Susan Kelly
Janice Ann Johnson

I Volunteer because ...
“Volunteering makes me feel like I contribute
to my community.”

WELCOME!
New & Returning VOLUNTEERS
Mary Dabros-Powell
Barbara Knight
Patrick Welk
Brenda Carrasco
Vincent Castell
Rylan Couch
Peter DeAngelis
Linda Geist
Barbara Gross
Carol Krakowski
Kay White
Sharon Wingham

We missed the 1st quarter volunteers this spring.
Hopefully late is better than never!
The 2nd quarter listing appeared last month.
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.

SUMMERTIME, AND THE LIVIN’ IS EASY

Yes, we are into the Dog Days of Summer and things at Ye Olde Thrift Shoppe are heating up. Here’s just a few examples of our “easy living”:

SO HOT … SO VERY VERY HOT. The flowers have wilted but just as we get ready to water them by hand the skies open and we get drenched with rain. Suddenly shoppers are continuing to look at items, hoping to wait out the storm. Umbrellas are sold out.

DID SOMEONE SAY “BEACH PARTY”? – no red tide on the Atlantic side, but we need a cooler, some insulated beverage holders, maybe a beach towel or two …. And oh yes, how about that – there are swimsuits in all sizes and styles.

THINGS ARE REALLY SLOW THIS AFTERNOON – must be our customers are spending all their money at the craft fair. We’ve dusted, restocked, rearranged, sorted, and even emptied all the trash cans. The clock hands seem to be crawling along toward 3:30 p.m. – but wait - suddenly the parking lot fills up, shoppers lay siege to the clothes, jewelry, flower arrangements, and books. Cars start arriving with donations to unload, volunteers start declump and the sorting room fills up.

BACK TO SCHOOL TIME. Only this year she’s going off to college in Gainesville – hmmm… maybe I can convert her bedroom into my craft area. But first we need to buy, buy, buy; dishes, pots and pans, a toaster oven would be nice – gee when I was in college we couldn’t cook in our dorm rooms – how times have changed. What else? Oh, of course a backpack, suitcase, throw pillows and a desk lamp. Now what is she looking at? Shoes! Well at least everything here is within my budget.

THE SNOWBIRDS ARE COMING, the snowbirds are coming! Must be time to spruce up the rental unit – replace that broken coffee maker, upgrade the towels, and put in newer linens. Hey did you notice that piece of framed art? It would look great over the couch … and it on SALE! This is a great place to shop!

If you haven’t stopped by lately you’re missing a lot of bargains and some very unusual donations. So why not add to our stories with your shopping spree saga.

Note: the examples are based on true stories with only minor enhancements.
Hello Everyone, can you believe we are in September already? I hope you have been having a nice summer and keeping cool.

As September rolls around I think of us going back to school and remembering what we learned as school was out.

In preparing to write my article, I went through our Auxiliary Membership Handbook and saw Auxiliary Responsibilities, which I thought was something we could all review.

I want to say Thank You for all you do for our hospital. It is greatly appreciated by everyone.

**Auxiliary Responsibilities**

As a volunteer with The Villages® Regional Hospital Auxiliary, we make the first contact with patients and visitors to the Hospital and it is important that this impression be favorable. Always treat everyone with courtesy, professionalism and confidentiality. It is our responsibility as volunteers to be professional in appearance and attitude.

It is also our responsibility to be:

- **DEPENDABLE**
  Report promptly when scheduled for your volunteer shift.

- **RELIABLE**
  If unable to work your scheduled shift, arrange for a substitute and notify your department chair.

- **SERIOUS ABOUT OUR COMMITMENT**
  Be realistic in accepting your assignment. Take into consideration your interests, abilities, skills and availability.

- **A TEAM MEMBER**
  Strive to be a recognized and respected member of the team. Follow all volunteer policies and procedures. Avoid gossip or negative comments.

- **FORTHCOMING**
  Participate in the feedback process by letting us know how you feel about your volunteer experience and by giving constructive suggestions for improvement. We are a team and we want to hear from you about any concerns.

- **WILLING TO LEARN**
  Attend meetings and training. Develop your skills by participating in additional training or cross-training when available. Ask for help or an explanation when in doubt.

- **INQUISITIVE**
  Speak up. Ask about things you don’t understand. There is usually a good reason behind every process and it will be helpful for you to understand why things are done in a certain way.

(Responsibilities continue on page 8)
(Responsibilities continued from page 7)

- **RESPECTFUL OF CONFIDENTIAL INFORMATION**
As a volunteer, you may become aware of confidential and sensitive medical and personal information about patients. It is prohibited to share or discuss this information with anyone as mandated by HIPAA Regulations.

- **TOLERANT**
View clinical staff as allies and teachers; forgive them if they seem demanding, too busy or intolerant. They have only the best interest of the patient in mind.

- **RECEPTIVE**
Seek feedback on your performance. Look for opportunities for growth and consider taking on a larger role in your Auxiliary, such as a Chair or serving as an Officer.

- **FLEXIBLE**
You may be asked to help in an unassigned area or with an extra task. Remember, we are here to help in any way.

- **POSITIVE**
Remember, a smile is contagious. Be positive and cheerful. Serve as goodwill ambassadors to the community for The Villages® Regional Hospital.

I want to say Thank You for all you do for our hospital. It is greatly appreciated by everyone.

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**ARC Education**
**Annual Regulatory Compliance Education & Risk Safety Module**

For **NEW VOLUNTEERS**
September 4 & 18  •  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 am
Additionally, on a trial basis until the end of the year, the IT Training Room will remain open from 11:30 am until 3:00 pm for additional volunteers. From 3:00 pm until 6:30 pm, the test may be taken on paper in 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.
Congratulations to our Gift Gallery Volunteers! Seven of our wonderful ladies were part of a group of hospital volunteers who were honored for 15 years of service to The Villages® Regional Hospital. (See page 1)

Summer will soon be gone, and we will be enjoying the crisp, cool days of Fall, or at least dreaming of such days! The Gift Gallery will be filled with merchandise for Fall and the upcoming Winter Holidays.

There’s always something NEW in The Gift Gallery! Come in and check out our ghosts, goblins, and witches, along with beautiful fall home décor, new purses for the fall and winter months, and great Christmas décor. We look forward to serving you in the fantastic Gift Gallery!

September 2018 will welcome “Jesse’s Girls.” Plan on getting your own Yeti mug and have it personally embossed onsite.

SALES & SPECIALS:
If you are interested in receiving e-mails about Gift Gallery sales and specials, please stop by and fill out a request form. We will send you a note prior to our sales so you can get in on the bargains!

BIG NEWS!!
EXTENDED SHOPPING HOURS!
COME SHOP TILL YOU DROP!
Beginning in September, the store will remain open until 7:30 p.m. on Mondays and Wednesdays.

2018-19 Lobby Sales
Lobby sales have begun for the new fiscal year. In July, we hosted “Masquerade Jewelry and More,” the “Everything is $5.00” sale we all love. “Masquerade Jewelry and More” is scheduled to return November 12 and 13, 2018.

In August, we hosted “Donnelly Eurofootwear,” with their quality shoes and bags. They will return next June for another great sale.

IBIS AND ORCHID
We offer a wide selection of this new merchandise from Ibis and Orchid.
Candleholders (see picture), Nightlights, Vases, Cell Phone Chargers, and more are available from this great company.
Beautiful Jewelry! Reasonable Prices! Why shop anywhere else?

$9.99/each Multi colors

(Gift Gallery continues on page 10)
Beat the Heat, shop in The Gift Gallery!

Don’t forget to check out our Sale Table where great bargains can be found!

Wreaths

Balloons

TVRH AUXILIARY FOUNDATION

VOLUNTEER

Benefits

RECOGNITION

HOURLY PINS: 100 Hours, 300 Hours, 500 Hours, 1,000 Hours and each 1,000 Hours AFTER, are distributed Quarterly as:
1st Qtr-- April
2nd Qtr--July
3rd Qtr-- October
and 4th Qtr-- January of the next year.

WITH 5,000 HOURS:
NAME ON A PLAQUE MOUNTED ON A ROOM IN THE HOSPITAL

YEARS OF SERVICE PINS: are given for 3, 5, 10, and 15 years of service and continue at each 5 year increment. They are distributed semi-annually, from September through February, and distributed in February through March to coincide with Mandatory In-Service Training. Years of service calculations from March through August are distributed in September.

ALL VOLUNTEERS RECEIVE:
HAM OR TURKEY FOR CHRISTMAS
GET WELL & SYMPATHY CARDS
FLOWERS IF IN THE HOSPITAL OVER 24 HOURS

AT 7 YEARS OF SERVICE & 2,000 HOURS
a volunteer becomes a LIFETIME MEMBER of THE AUXILIARY and upon retirement or resignation, receives an invitation to the annual luncheon and The Hummingbird each month.
The Summer Season for STUDENT VOLUNTEERS AT TVRH Has Ended

The Student Volunteer Program has completed another successful summer for 2018. This year we tracked and communicated with 55 student volunteers, which is about a 75% increase from last year.

We welcomed students from schools in Belleview, Lake Weir, Leesburg, Pasco County, The Villages (both Middle and High), Vanguard (Ocala), West Port (Ocala), and Wildwood. We even had one home-schooled volunteer back from last year.

Now that the “Teen” program has been revamped to become the student program, we are including college students in the scheduling process. In addition to their regular volunteer duties, the college students have proven to be effective trainers. This helped the younger students quickly reach the point where their departments felt comfortable in allowing them to operate much like a sub.

Many of the students were able to work around their other commitments, such as part-time jobs, band/baseball/volleyball camps, sports competitions, and of course, family vacations. While their commitment to volunteering is important, we try to assure them that family and school obligations come first.

As a group, the students were helpful, willing to learn, dependable, and enthusiastic. The strength of character that they exhibited will go a long way toward helping insure continuing success of the program.

As a group, the students were helpful, willing to learn, dependable, and enthusiastic. The strength of character that they exhibited will go a long way toward helping insure continuing success of the program.

We hope that many of the student volunteers will be able to serve during the school year, either in our hard to fill shifts (evenings and weekends) or during holidays when many of the regular volunteers are away or entertaining family. It’s a great way for students to fulfill their community service requirements.

One reason the program has been experiencing success is the way in which students have been welcomed from

(Damaso Landor article continues on page 12)
Again, the success of the program would not have been possible without the support of our regular volunteers, the department chairs, the Foundation, and all areas of our hospital.

Giuliana Toucet was also a volunteer this summer at TVRH, and is back to practicing with the volleyball team in The Villages High School, as reported by the Daily Sun.

the regular volunteers and the hospital staff. We learned last year that the students become even more enthusiastic about volunteering when they feel at home in their department. That has turned out to be the case again this year.

The Auxiliary’s regular volunteers currently serve in 39 departments. Of that number, only six departments were willing and able to accept students at the beginning of the summer of 2017.

By the end of last summer, 15 departments allowed students, but only 11 actually utilized them. This year, 16 of the 39 departments utilized students. Additionally, four other departments (which do not use our regular volunteers) agreed to find ways that students could contribute.

Plans are already underway to make next year’s program even better. We are upgrading the application process to get more information about availability and interests. This will help make scheduling more consistent. We will also change the timing of promotional efforts and establish a deadline for summer applications. This will allow us to begin the interview and orientation process earlier in the year. New volunteers will then be able to complete the testing earlier and begin volunteering as soon as school is out for the summer.

Similarly, we are developing better ways to communicate so that there will be more time to react when volunteers and departments have unplanned changes and commitments. Until this year, we focused only on handling unexpected absences by the volunteers. However this year, as special projects were identified in the Lab and other areas, we found the need to get help more quickly.

Fortunately, the projects were structured in a way that the students were able to handle them with very little instruction. Projects included a physical inventory for the Café, document scanning and filing in three different departments, and preparation for the upcoming Joint Commission inspection. The Quality department even had a promotional project involving nearly 2,000 candy packages.

Last summer, six volunteers from the “Teen” program returned for a second summer. That was the most returning volunteers in the previous three years. It was predicted that the “Student” program might beat that record in 2018. This summer, we’re happy to report that 17 student volunteers returned.

Again, the success of the program would not have been possible without the support of our regular volunteers, the department chairs, the Foundation, and all areas of our hospital. We sincerely appreciate everyone’s participation and assistance.

Information supplied by George Counselman who works with this program in The Villages® Regional Hospital.
**FOUNDATION EVENTS**

**Live @ 5** September 11 • 5:00 pm

**Financial Freedom: A Simple Plan**
Dr. Allen Rumble, RFC® Investment Advisor Representative, Insight Credit Union

**What’s Going On? Chest Pain Accreditation Protocols**
Michael Pitman, RN, MBA, VP Chief Clinical Officer and Site Administrator
The Villages® Regional Hospital

Join us for a light dinner and conversation with industry leaders at The Villages® Regional Hospital East Campus, 2nd floor, Classroom 1
Limited seating • Registration Required
Call the Foundation office at 352-751-8871

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**Cebert Wealth Management’s Charity Golf Tournament**

Benefitting:
The Villages Regional Hospital
Auxiliary Foundation

- **Dates**: Oct. 8, Oct. 11, Oct. 22
- **18 Holes**: 9 AM Shotgun Start
- **$50 Per Player Donation**: All proceeds to benefit The Villages Regional Hospital Auxiliary Foundation
- **4 Person Scramble with Lunch and Awards to Follow**: 8 AM Check-in, Continental Breakfast
- **Country Club of Ocala**

Call 352-674-4200 to reserve your spot! We look forward to meeting your guests. All skill levels welcome!