Important things in this issue:

- Awards
- Update From Lou
- News from Jeannie
- Santa’s Visit to TVRH
- ARC Education dates
- Brownwood Christmas Tree Story
- Ye Olde Thrift Shoppe
- Volgistics - a new program for volunteers
- Year Around Santa
- AWARD Form

IT IS TIME to NOMINATE your Co-Volunteers for Awards that will be given at the spring luncheon.

The entire Auxiliary Volunteer population (including Musicians and Ye Olde Thrift Shoppe) are eligible to receive an award.

The Awards Committee is being chaired by Gloria Counselman.

This group will be meeting in early March to review all the nominations and will make the final selections.

The categories and their descriptions are listed on the Nomination Forms. Print the one from page 9, or pick one up at any of the nomination boxes when you check in.

The Appreciation Luncheons will be a little different this year. Many of us heard many good things about Katie Belle’s being the location for Ye Olde Thrift Shoppe last year. It was determined to make four separate luncheons at Katie Belle’s on April 16, 17, 23 and 25.

When it gets closer you will receive an invitation to sign up at the Day Captain’s office. You will also receive an opportunity to select your entrée at that time also. There will be more information in the next few months.
The Hummingbird

The individual who says it cannot be done shouldn’t interrupt the individual who’s doing it!

Chinese Proverb

Reflection ... At this time of year it is important to reflect on our accomplishments and set our goals for the New Year. In my opinion we have one of the best, if not “The Best”, Auxiliary Foundation organizations in Florida. This year has been a successful year for us. We have increased the number of volunteers from 888 in January to 922 at the end of November.

A new opportunity ... for volunteers was initiated in November in the Imaging Transport area. Our Café, Gift Gallery and Thrift Shoppe continue to generate significant revenues to be used for needed equipment and educational opportunities for the hospital and staff. At the end of November we have provided 155,391 hours of service in 2018. My personal goal is to have more hours of service in 2018 than in 2017. In 2017 we had 167,726 hours. It looks like it will be close.

2019 will bring some changes, as is usually the case, for us to work through. We will be transitioning away from Volunteer Reporter (VR) and going to a system called Volgistics. Volgistics is used by thousands of hospitals and offers much more flexibility than VR does. It is Cloud based and the Auxiliary Offices can handle changes and new requests without needing IT support. The change for the volunteers is that you will need to key in your badge number as Volgistics does not offer scanning of the badge. More information will be coming as we work to get this in operation.

The Gift Gallery will be implementing a “Point of Sale” system which will enable them to better track each product, what is selling best, what is in the inventory, and many other functions. And we will have new credit card processing equipment which will definitely make the job easier for the team members in the Gift Gallery.

The Auxiliary Foundation Gala will be held on February 9 and planning is in high gear right now. In April we will be holding the luncheons for all volunteers at Katie Belle’s. There will be four of them and Jeannie and I will be working out the schedule for what date each department will attend. Please be on the lookout for the email blast giving you those dates and which one will be for your department. For those of you who work in multiple departments you can select the date of the department lunch you wish to attend.

My sincere thanks to each of you for all you do for the hospital and the Auxiliary Foundation. You are a fantastic group of individuals and I’m looking forward to a very successful 2019 with you!

HAPPY NEW YEAR AND MANY BLESSINGS IN 2019 TO YOU AND YOUR LOVED ONES!
**New Chair of Volunteer Placement (VPO)**

**Kathy Harris**

Katherine is our new VPO Chair, replacing Gloria Counselman. She is delightful and excited to begin.

Katherine has over 20 years of experience in Revenue Cycle Management and has held leadership positions at Quest Diagnostics, Aurora Diagnostics, Verizon and most recently, Florida Hospital Waterman. She has successfully managed multiple direct reports in both Accounting and Customer Service functions. Katherine has extensive experience in creating, implementing and monitoring training programs.

Katherine obtained a BS in Business Management from Lynn University in Boca Raton FL. She makes her home in Lady Lake with her husband Chris.

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**A Special Gift Presented to the Auxiliary to Share with Patients in the Hospital at Christmas.**

Amy Ottilige, the representative of Colored Pencil Painter's Guild delivered 155 hand made Christmas Cards. This group has been bringing in cards for the past four years. The guild is about eight years old.

This is not "a color book" group but REAL ARTISTS using colored pencils as their medium. The membership is up to 203 talented women and men who meet at La Hacienda the 2nd Wednesday of the month.

The club also holds workshops at Laurel Manor where they teach, share and have fun. They even work with the kids at The Villages School and have two extension guilds that meet in Rohan Recreation Center.

For more information about The Colored Pencil Painter's Club go to: [http://www.pencilpainters.com/](http://www.pencilpainters.com/)

**THANK YOU TO THE COLORED PENCIL PAINTERS’ GUILD.**

**THE PATIENTS WERE VERY APPRECIATIVE.**

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Pick up a voucher for your HoneyBaked Ham, Turkey or Vegetarian gift from the Day Captain’s Office or Ye Olde Thrift Shoppe before January 31, 2019.
On Tuesday, December 17, Santa (Bob Craiglow) and Elf #1 (Mary Loftus), were greeted by Larold Lodnolz, Ambassador, as they arrived at The Villages Regional Hospital to bring joy to the patients. They hit every floor and patient room possible. Both Bob and Mary work in ARCE Testing at the East Campus. They both love what they do and enjoy giving the patients a little holiday cheer.

Bob has the perfect personality for visiting the patients. If he can't get a smile, he tells jokes, and his favorite is: "What do you call a cow with no legs?" He is very likeable and fun! He has 14 grandchildren who will hopefully all be together at Christmas with him and his first wife .. (only wife). He likes to say that Santa and his #1 Elf are sponsored by "TOYS R ARCE."

Mary was described by Larold Lodnokz as "such a sweet, little thing."

Oh yes, and the cows are called, ground beef!

(ARCE dates are on page 7)
Jennifer Meddick, of the Village of Collier, and a volunteer at TVRH, was determined to put a shining star atop the holiday tree at Brownwood Paddock Square. After years of being bare, the highest bough on the tree is adorned with a shining star for the first time.

Both Jennifer and Don are both volunteers at The Villages Regional Hospital. Jennifer works in ED, and Don at the Front Desk. They moved here in 2014. The first time they went to Brownwood during the holidays, they noticed the tree didn’t have a star at the top.

"I figured it was because the square was the newest and was still growing. Jennifer said." I figured it would be up there next year for sure." After many inquiries and a lot of "excuses" it was not up the next year nor the next.

Jennifer then went to The Villages Entertainment Center. She talked to Bonnie Bergeron, bar operations managers with The Villages Entertainment, about the status of the star. She was directed to the maintenance department who worked with The Villages design committee to approve the star’s design, which became the same star design from the other two squares.

After a year of work the star was finally approved in September. "I'm very excited for her," Bergeron said. "She's been trying for a few years, and she finally got it." Don admires his wife’s tenacity about getting the star in place. "I knew she would get it done," Don said. "No matter how long it would take her, I knew she wouldn't stop unless the star was there." Their friends lovingly refer to the new star as "Jennifer's star.”

When Jennifer and Don are not topping Christmas trees in Brownwood, these Collier residents volunteer in the Emergency Room.

An obstetric nurse for 25 years, Jennifer, along with Don, found their place at The Villages Hospital in 2014 after they retired. “This hospital provides a lot of patient services, and they do it well,” Jennifer said.

They both started volunteering in 2016, but Jennifer and Don admit they took on too many shifts, including time in the ICU. They are now comfortable with their ED shifts and love the people they work with every week.

They work Tuesday evenings from 4 PM- 8 PM. Don works at the front desk of the Emergency Department during the same shift as his wife.

Jennifer works every week with Sue Anne Woolsey, Dave Miller, Julie Gariety and Lynda Streng. “They are a great crew to work with, primarily dealing with patients and the variety of needs that arise there,” she said. “And Sandy Murphy, our immediate supervisor, is absolutely the most wonderful person to work with.”

Although she and Don worked around the world, most recently in India, she says she loves volunteering in the Emergency Room now. “It’s nice to know that you’re helping people, especially people who are also scared,” she said.
Ye Olde Thrift Shoppe has been very busy!

It was a busy fall and early winter at Ye Olde Thrift Shoppe. Between Halloween, our Tenth Anniversary, Thanksgiving and Christmas everyone at the Shoppe was going non-stop. There was also the annual Christmas Parade and the Light-Up Lady Lake event in the park across the street – that brought in more customers. As members of the Lady Lake Chamber of Commerce, we participated in their annual Vendor Expo – which focuses on business-to-business relationships.

When we first opened, the farmer’s market in the park, was only held a few months of the year, then slowly as more and more people discovered Ye Olde Thrift Shoppe the market started staying open year-round. Now in December they launched a second day – the farmer’s market is open on Saturdays.

Despite the business demands, most of the YOTS volunteers found time to have some fun – at Halloween, while wrestling a rug, or while just enjoying the wide diversity of our volunteers.

If you haven’t stopped by lately (or ever) put a trip in your plans – maybe just to entertain those out-of-town guests, or to hunt for some cruise wear, or a few good books to pass the colder days.
The Hummingbird team love sharing stories of the great things happening and about the people making a difference in the hospital. It is not possible without those of you who are right there when it happens, sharing what those "great things" are.

We're guessing that a lot of you carry your phones. When you see a kindness, a special moment or a kudo that needs sharing -- pull out your phone, and snap a photo. Email it, with a name and what's happening (do NOT send photos of patients), to Shari Kumler skumler@gmail.com or Lou Emmert lemmert@centflhealth.org

Put these addresses in your phone, so no opportunity to report gets missed!

Sometimes we just need to Smile!

Keith Bonn, Outside Transportation Chair, arrived at the Executive Board meeting spreading joy!

Kudos for December

- To All the Volunteers who helped with special projects during 2018 such as March of Dimes, See's Candy Sale, Cycling Event, Gala, for some examples.
- **Billie Smith** for coordinating all the lobby sales and bringing in great revenues to help our hospital.
- **Foundation** for the hams and turkeys at holiday time
- **Pat Fitzgerald** for helping Bernie DeMaio when he became ill.
- **Sarah Gray** for coming in on Christmas day to distribute newspapers and handmade Christmas Cards to patients.

ARC Education

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

For **NEW VOLUNTEERS**

Tuesdays: **15 & 29** • **7:30-11:00 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 - 3:00 pm**

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.

Make a Note on Your Calendar

- **BIRTHDAY MONTH**

It is **MANDATORY** that every volunteer be recertified annually during their birth month.

Write it on your heart that every day is the best day in the year!

*Ralph Waldo Emerson*
The Christmas season is associated with giving, but Penny Stinton, ED volunteer, gives year-round.

Since Christmas 2015 Penny has baked cookies and cakes that fill the staff lounge every Saturday morning.

“The first time I brought cookies in you would have thought I was Santa Claus,” she said. “Everyone in the Emergency Room is so efficient I wanted to make something a little easier on them.”

She brings a variety of treats too, chocolate chip cookies, actually eight or nine different cookies. “I even answer requests,” she said. “One of the favorites is salted caramel cookies.”

She brings them in at the beginning of her shift, Noon, and they’re always gone by four PM. “Nothing left for the next shift. Sorry,” she said.

When she brings in a cake, she even cuts it into little pieces so the staff can grab a bite and go right back to work.

This former Kingston, NY, native, now a Villages native for 15 years, has NEVER NOT bought cookies to share. Her special needs son, Tom, helps her bake every Friday night, helps her package the treats, and even lays out her green vest for her. “He loves the routine,” she said.

“I also wanted the staff to know who I was,” she said, “instead of another face with a green jacket.” The rotating staff of the ER knows this face well by now. You’ll often see a line of nurses, techs, fellow volunteers, even doctors forming in the staff lounge as they see her preparing for her shift.

After her baked goods are delivered, Penny continues her usual shift in the ER, cleaning rooms, making beds, making people comfortable and helping next of kin, and hopefully aware that the staff appreciates her special gifts as well.

~~ Written by Peggy Roche

"COMING TO THE CABARET"
One Great Show ... Saturday, January 19th
two New times -- 4:00 & 7:00 pm
SAVANNAH CENTER

The 13th Annual Hearts for Our Hospital Gala to be held Saturday, February 9, 2019 at the Savannah Center, is themed “Serengeti Sunset,” and promises to be an event to remember!
But sometimes… there is a volunteer that you noticed does more, works more shifts, or takes on new challenges. These volunteers are the ones you need to tell us about because we want to acknowledge their efforts and give them an award at one of the annual luncheons in April.

An awards committee headed by Gloria Counselman, First Vice-President, will be formed to review all the nominations and go thru a process to select the best representative for each category of awards.

The deadline is March 1st for all nominations. There is a copy of the nomination form in the back of this issue. There are also blank forms next to the sign-in kiosk(s) and in the Day Captain’s office along with locked boxes for nomination forms that have been filled out. Nominations may be from volunteers, staff, visitors, or patients.

The categories are:

Going the Extra Mile: This is an individual or department whose commitment to excellence consistently surpasses expectations. The volunteer or team who goes above and beyond to make things happen.

Unsung Hero: This goes to an individual, deserving special recognition, who has shown consistent reliability, adaptability and service to the auxiliary. This winner does not have to be an Auxiliary member.

Leadership Award of Excellence: Given to the person who has provided outstanding leadership, support to the organization, and has worked beyond the call of duty. (usually an Officer or Department Chairperson)

Volunteer of the year: This is an auxiliary member who has made an exceptional contribution and shown outstanding dedication to the organization. He or she demonstrates the values of Respect, Stewardship, Integrity, Service, Teamwork, Innovation, and Quality

There are also two awards that are selected by a specific group or individual. Names can be submitted for consideration by the person(s) making the choice. These two awards are:

Outstanding Team/Department Award: A team, recognized by the TVRH staff as having worked together at an exceptional level to improve patient care and/or services. Award determined by TVRH staff.

President’s Award: A person who has made a positive contribution to both the organization as a whole and to the President’s term. Award determined by the Auxiliary President.

So turn on your radar and see who during your shift appears on your screen as deserving of an award, then fill out the form and nominate them.
Auxiliary Volunteer Awards

Nomination Form

Deadline-March 1 of each year

Please place completed forms in the Auxiliary Awards Box located in the Day Captains office or near the volunteer “sign-in kiosk” at the hospital or at Ye Olde Thrift Shoppe.

Nomination category (may select more than one)

[ ] Going the Extra Mile: An individual or department whose commitment to excellence consistently surpasses expectations. The volunteer or team who goes above and beyond to make things happen.

[ ] Unsung Hero: An individual, deserving special recognition, who has shown consistent reliability, adaptability and service to the auxiliary. (May be anyone)

[ ] Leadership Award of Excellence: An individual who has provided outstanding leadership, support to the organization, and has worked beyond the call of duty. (usually an Officer or Department Chairperson)

[ ] Volunteer of the year: An auxiliary member who has made an exceptional contribution and shown outstanding dedication to the organization. He or she demonstrates the values of Respect, Stewardship, Integrity, Service, Teamwork, Innovation, and Quality

[ ] Outstanding Team/Department Award: A team, recognized by the TVRH staff as having worked together at an exceptional level to improve patient care and/or services. Award determined by TVRH staff but names can be submitted for consideration.

[ ] President’s Award: A person who has made a positive contribution to both the organization as a whole and to the President’s term. Award determined by the Auxiliary President. Names may be forwarded to the President for consideration.

Name of Nominee or Department: __________________________

Dept: _____________________________________________

Your name: _________________________________________

May the Awards Committee contact you for additional information? □ YES □ NO

Your Phone or email ___________________________________

Why have you selected this nominee or team?
What contribution has the nominee or team made to our hospital community?
How does this person/team fit the criteria of the Award?

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Use additional sheets of paper if necessary