News for Volunteers

Student Volunteer Chair Gives Thanks for Everyone's Participation

I would like to thank everyone who contributed so much to this worthy program. The chairpersons and the respective volunteers in the departments contributed to our goal of giving our students an experience that will stay with them and help them in their future endeavors. We hope the students enjoyed working with the Auxiliary. We certainly appreciate all the hours they put in, and the social time they gave up with their friends, to volunteer. It is our sincere hope that they will return next year. As a matter of fact we also have a few students who will continue to work throughout this coming school year. In addition I’d like to extend an extra thank you to Lizzie Wright. She is the first student to take on the position of reporting, and did a great job.

Elizabeth Wright Student Reporter

Lizzie worked four hours on Tuesdays and Wednesdays in ICU-Waiting. She plans to continue in her volunteer placement during the school year. She will also be doing reporting for The Hummingbird as her time permits. Look for her article on Lei Ogerio on Page 4.

Devin Melvin Student Volunteer in Outside Transportation

Our Shuttle Service was lucky enough to have student volunteer Devin Melvin this summer. Devin worked with Pat Falco, our logistics coordinator, detailing and performing light maintenance on our shuttle carts. I found him to be energetic, and on time, and he did a thorough, quality job for us. This is his second summer with our Auxiliary Foundation and his goal is to get community service hours for his college applications while volunteering for us.

~Submitted by Keith Bonn, Chair of Outside Transportation
Update from Lou
our Volunteer Coordinator

“Start by doing what’s necessary, then do what’s possible, and suddenly you are doing the impossible” - Francis of Assisi

Lou Emmert
Volunteer Coordinator

This summer is flying by and the heat has really been challenging, hasn’t it. My sympathies go out to our golf cart shuttle drivers working in the heat and the storms. I’m really looking forward to fall and college football. Is it too early to start thinking about that? Jerry and I have plans to go to an Ohio State Buckeyes game against Penn State at the end of November. It’s always a great time of the year to see a game in Columbus. It is always a good game when we play Penn State even though they were a spoiler for us a couple of years ago, which Penn State fans remind me of when I see them.

Statistics
Things are continuing to be very busy in the Auxiliary Foundation. In June you provided 11,973 hours of service to TVRH and year-to-date you have given 79,751 hours. These hours are a little lower than last year but I’m hoping we can make it up during the next six months. At this time we have 965 volunteers on our team. We seem to have an unusually high number of volunteers being inactive or on a leave of absence now because of illnesses, surgeries, trips, family visiting, etc. There are 170 of those volunteers out at this time.

Serious need of help
Many of our departments are in serious need of additional volunteers. I’m making another appeal to everyone that if you have an additional four hours a week free, please consider helping as we would be most appreciative, as would your fellow volunteers and hospital staff. If you would like to work another shift, stop by the Day Captain’s Office to complete the “Additional Shift Form,” or you can reach out to me or Jeannie Rogale to let us know of your availability.

Share your ideas with me
Since we really need help, what would it require or what would be an incentive for you to take on another shift? Is there any perk that would make it attractive to you to volunteer for an additional shift? Any suggestions you have should be sent to me so I can research them.

lemmert@centflhealth.org

Handbooks
If you haven’t picked up the new Handbook, please do so. It contains lots of good information.

Be sure to read "WOW" stories
Don’t miss the "WOW" stories in this issue from hospital CEO Don Henderson’s weekly Update and from one of our volunteers. Testimonies such as these make me very proud to be part of such a great hospital saving lives every day. And I’m very proud of the fabulous volunteers that contribute to the life-saving care given at TVRH. Thank you for your service.

Tickets Are on Sale for Dr. Williams’ Concert
Reggae group "John Truth & Reflexx" featuring orthopedic surgeon John Williams will perform a benefit concert for The Villages Regional Hospital Auxiliary Foundation on Saturday, Oct. 19. The Bob Marley tribute concert will take place at the Savannah Center in The Villages starting at 7 p.m. A cash bar will be available. Tickets are on sale for $25 in the TVRH Auxiliary Foundation office or in Dr. Williams’ office. Cash or checks only will be accepted for payment. Make all checks payable to TVRH Auxiliary Foundation.
OUR VOLUNTEER MISSION
To improve the health and quality of life of the individuals and communities we serve by volunteering our time and raising funds for The Villages® Regional Hospital.

Jeannie Rogale, Auxiliary President

“A SMILE IS A BEST GIFT YOU CAN GIVE A SOMEONE”
Hello everyone. I hope you are all keeping "Cool" in this "Hot, Humid Weather" and you are drinking lots of water.

I would like to share with you a few things about our Infusion Department.

What is "infusion"? Medicine given intravenously

I have been a chairperson in Infusion for many years. Volunteers are working in this department seven days a week, 7 a.m. - 5 p.m. We were located on the 4th Floor but now we are located on the 1st Floor across from the Day Captain's Office.

Our responsibilities are many, from greeting patients to escorting them to different chairs. Once they are settled, we ask the patients if they would like a warm blanket, and offer them coffee, juices and water.

Some of our patients are in Infusion for an hour up to four hours, and many of the patients come twice a day. If they are receiving blood transfusions these patients will receive lunch. We also help the nurses by doing errands for them, going to the pharmacy to pick up medication and answering phones. We check on patients for the nurses, making sure they are comfortable and asking if they need anything.

Another area we check is our inventory level, and we and stock areas with supplies. When a patient leaves a chair we clean the chair, tables, pumps and thermometers, etc, with antibacterial wipes, making sure everything is clean for the next patient.

Most of the patients live within the Villages. Some are out of town patients. But, the patients truly appreciate our volunteers working in this department.

If anyone is interested in working in Infusion, please let me know.

Until next time, ENJOY.

Jeannie Rogale, Auxiliary President

BE AWARE -- Yes they are cute (two dogs in a tutu) ... it is not obvious that they are service dogs. In such a situation staff may ask only two specific questions:
1. Is the dog a service animal because of a disability?
2. What work task has the dog been trained to perform?
For any further questions should be directed to the charge nurse or nursing supervisor.
Do not ask for documentation for the dog. The service animal does not have to wear a vest. A tutu is optional.

The Infusion Department has recently moved to its first floor location

Moving our clinic to an area that is closer to the hospital’s main entrance and related departments such as registration, lab and radiology will be more convenient for our patients,” says Joseph Weyker, Director of Urgent Care, Employee and Occupational Health and Central Florida Health. “The team is looking forward to being able to provide a more optimal overall patient experience in the new space.”
For the average teenager, summer is a time to take a break from hard schoolwork and live life in the slow lane. Local high schools students, however, have gone the extra mile and chosen to spend some of their precious break time working as volunteers at The Villages Regional Hospital.

One of these volunteers in particular, Lei Ogerio, has shown exceptional motivation to spend his two months off contributing to the health and wellness of Central Florida residents.

Lei, only 14 years old, has taken multiple volunteer positions including ones in the ARCE, ED, ADU, ASU, Cafe, and as a piano player in the hospital lobby.

"My motivation to volunteer is to get the 150 hours to graduate as fast as possible so I don’t have to worry about it later on," Lei explains.

Through volunteering programs, students have the opportunity to view career fields in action and learn what they are interested in pursuing, as well as have experiences valuable for their future.

"Cleaning rooms is a valuable life skill," Lei says. "And I get to work with other volunteers who give life lessons."

With so much his time spent helping at the hospital, Lei has learned many tips and secrets to help other active or aspiring volunteers.

When working at the hospital he suggests taking advantage of the meal voucher given to each volunteer, bringing an activity like a book to read or origami for when you are not busy, and visiting the ED break room for free snacks.

The hospital is pleased to have an ambitious, hardworking and dedicated teenage volunteer like Lei helping the community.

Tony Soldano, chair of musicians, adds his praise for Lei, who plays the piano in the main lobby on Friday afternoons. Lei attends The Villages Charter High School and is an excellent piano player who plays both classical and popular music. His mom, Annabelle, works in the hospital.

---Submitted by Elizabeth Wright, Student Reporter

### Another Amazing Student Volunteer

Continued from Page 1

Lei Ogerio
Student Volunteer

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For many teenagers, spending weekends or holidays volunteering in their community can advance their standings in the competitive world of American education.

Lei also comments on his motivation to “get exposure to the hospital environment and what it’s like.”

Wonderful Care in Observation Unit

“I was a patient in the observation unit at The Villages Regional Hospital and I want you to know what an awesome staff you have! I had wonderful care. My nurses were Pepper and Shona; CNAs were Jay, Ashley and Chris. They were so attentive and took care of everything I needed right away. I had cardiac testing done during my stay and Geraldina and Natacha were also very compassionate and kind to me as they transported me to echo and my stress test. Kudos to your entire staff. I appreciate the wonderful care and support I received from each and every one of them.”

---Submitted by George Counselman
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 facing the south side of 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.

Out with the Old ... In with the New!

After 11 years as chair of Ye Olde Thrift Shoppe, Rena Marchand resigned, saying it was “time to let someone else lead the way as YOTS grows to the next level.” Luckily waiting in the wings was Beth Malak who has been one of the YOTS co-chairs on the Auxiliary Executive Committee.

In 2006 Beth and her husband, Greg, moved to the Village of Sabal Chase from Claremore, Oklahoma, where she worked for Texaco more than 25 years. She joined the Thrift Shoppe in the summer of 2015 as a Saturday volunteer and, quickly proved herself to be a quick learner with an easy style of leadership, and became the shift leader. Less than two years later, Beth was asked to join the Steering Committee for Ye Olde Thrift Shoppe and took on the role of marketing chair for the Shoppe under the Auxiliary Foundation.

Beth also has served for three years as co-chairperson of the silent auction room for the annual Hearts for Our Hospital Gala, a position she plans to fill again for the 2020 Gala.

In addition, she will continue volunteering for two YOTS shifts weekly.

Lou Announces Chair Update

I’m pleased to announce that Ted Coviello has accepted the position of chair of the ASU/PACU departments. Ted was raised in Saskatchewan, Canada, and graduated from Cornell University. His career was in higher education at Cornell University, Ithaca College and 26 years at St. Lawrence University, all in New York. He retired to The Villages in 2013 with his wife, Verlee. They have four children, lots of grandkids and one great-grandchild. Ted enjoys golf, gardening, reading and doing service work.

ARC Education

Annual Regulatory Compliance Education & Risk Safety Module

For NEW VOLUNTEERS
Tuesdays: AUGUST 13 & 27 • 8-11 a.m.
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 a.m.-3 p.m.

OUTSIDE TRANSPORTATION VOLUNTEERS can have their eyes checked any Tuesday when they take their annual ARC test. Eye tests are available between 8 a.m. and 11 a.m. at the Employee Health Care Office on the 3rd Floor of the East Campus.
NEW AND RETURNING Volunteers

July
Akers, William (Roger)
Bellino, Donna
Carlson, Pam
Ciesla, Vanessa
Gilligan, Patricia
Hurtt, Sophia
Lesko, Leslie (Jessie)
Lyle, Joseph
Miller, James
Mkhitarov, Alexandr
Pariso, JoAnn
Reynolds, Linda
Riggall, Barbara
Warner, Anne
Zuliani, Michael

The Lazy, Hazy, Crazy Days of Summer

Have you ever heard the jingle “baseball, hot dogs, apple pie and ...?”
This is the tune that we, at the Hospital Café, have been singing these days!

The Café is offering a few new summer items: apple pie a la mode and hot dogs with pickles. This past year JoAnn VanWinkle, a two-year volunteer in the café, has helped serve up 15,666 cups of Starbucks coffee and 19,420 cookies!

Fourth Floor Nurse Shines “My mother was brought in to The Villages Regional Hospital by ambulance after suffering a mini stroke. Jamaica was our nurse on the fourth floor on the Saturday day shift and she could not have made my mother, sister and I feel more comfortable. Jamaica went out of her way to meet our every need. This is a very difficult time for our family and mom is now in Hospice care. The only thing that has helped us through are the wonderful people involved in her care. Please let Jamaica know what a special nurse she is. I have been around many hospitals in my 56 years and Jamaica was the most compassionate and caring nurse I have ever seen.”

While everyone is enjoying our steamy temps here in Florida, the Café volunteers are busy serving delicious hot apple pie a la mode along with our newly introduced hot dog. They are flying off the shelf. All the condiments are available upon asking. Just to show you how popular the hot dogs are, we ordered two cases of 24 and sold out in less than a week!

The Café sales have exceeded the $100,000 goal in the last fiscal year. A big part of this success is due to the dedicated team of volunteers working at the Café. Presently, we have a team of 23 who cover the week’s operation. We are open seven days a week with the exception of two evenings. Our hours are 8 a.m. to 8 p.m.

Our biggest selling item continues to be the deliciously freshly baked cookies. The assortment is peanut butter, macadamia nut, chocolate chip, M&M’s, and oatmeal raisin. The enticing aroma still flows through the hospital forcing customers to savor the delicacy. The cookies alone brought in $33,014. It was 1/3 of total fiscal sales of $109,000!!!

Enjoy the remainder of the summer ... and stay cool. Stop in and say hi!
Albert Einstein is quoted as saying “Time flies when you are having fun.” This is definitely the case with volunteering – the hours just fly by. In fact 10,000 hours have flown by for three volunteers: Jeannie Rogale, Sandy Murphy and Rena Marchand. This is equivalent to about five years of typical 40-hour weeks. For Jeannie and Rena the hours were served during the past 15 to 16 years, but for Sandy it took only 12 years to accumulate the 10,000 hours. They volunteered these hours because they were having fun.

In the 17 years that the hospital has been open, only three other volunteers have reached this milestone. The first was Theresa McFadden who served as president of the Auxiliary in 2006 and then again from 2009 until 2011. She came in almost every day to handle the many details of hiring, tracking and helping volunteers. The other two were Irene and Joe Stec who served together at the front desk from the first day of opening until their retirement in 2016 often working double shifts (yes, eight hours straight) when it was needed.

Let’s see … that means on average these three served 13 to 17 hours per week since joining the Auxiliary. Impressive, eh?

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### 2nd Quarter Milestone Hours

**Congratulations to (from left) Rena Marchand, Jeannie Rogale and Sandy Murphy on such an amazing achievement.**

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**2nd Quarter Milestone Hours**

| Hours 10,000 | Marchand, Rena Murphy, Sandy Rogale, Eugenia |
| Hours 9,000 | Counselman, Gloria |
| Hours 3,000 | Berlin, James McElwain, Doris Wesolowski, Patricia |
| Hours 2,000 | Baker, Mary Cyr, Norma J. Hendrix, Jeanie Holbrook, William Kenney, Kathleen Reedy, Pam |
| Hours 1,000 | Corgard, Harriet Giannicchi, Faith Harmon, Julie Heberlig, Ann Kennedy, Beverly Lauer, Sandra McMarlin, Susan Ann Mosel, Marilyn Pfeffer, Nancy Pfeffer, Ronald Rice, Audrey Rowen, Bonnie Runyon, Jan Shockley, Sarah Yaeger, Harriet |
| Hours 300 | Bergman, Elaine Bohland, Phil Broverman, Lynn Karen Bryant, Doris Jeanette Calder, Sharon Campbell, Nancy Ruth Carlyon, Thomas Czymans, Regina Conover, Bob Croteau, Phyllis Darnell, Bernice Dillard, Jack Gaffman, Joy Gorelemon, Cathy McVeigh III, Thomas Miller, Kathleen Morrone, Gloria Noble, Dottie Oberle, Nancy O’Malley, Kathleen Roche, Peggy Shrum, Judy Slawetsky, Louis Telford, Virginia Waite, Anita Welk, Patrick |
**Cart Drivers Wheel in Some Amazing Stats**
*By Keith Bonn  
Chair of Outside Transportation*

We have all heard the adage that it's the little things our guests notice that impact their experience in a positive way, so as Paul Harvey would say, “And here is the rest of the story ...”

Is it even possible that one of our shuttle drivers could actually transport 20,000 guests?

I wanted to commend three more of our awesome hospital shuttle service drivers that went over 1,000 hours of volunteering this past quarter. Our hats are off to Ray Paisley, Tom Rohan and Dick Stein.

The rest of the story is to shed light on their efforts and how the efforts pay off for our hospital. They are the first to greet guests as they get out of their cars in the main parking lot and the last to say goodbye as the guests arrive back at their vehicles. Each of these drivers over the past 4½ years or so has had an impact on the customer experience for more than 20,000 passengers.

You say it’s not possible?

We have done shuttle service counts on various shifts on various days, and it works out that each driver in their four-hour shift will transport between 80-125 passengers depending on the day and time of the day and divide this by their four hours and they transport 20 passengers an hour or more. Thus, 1,000 hours X 20 passengers = 20,000 transported guests by each of these drivers.

“So now you know the rest of the story,” as Paul Harvey would say. “Good Day!”

**Front Desk Volunteer Adds Year to Her Medical History**

Statistics pile up among our many volunteers as well. For example, Phyllis Croteau has worked at the front desk for almost two years, but she has worked in the medical field for more than 40 years. Phyllis has lived in Florida for more than 36 years, and she worked in many capacities for the former Monroe Hospital in Ocala. After she retired, it took her five years to realize she had to get back to the medical field, and TRVH has been an excellent opportunity. Just ask her and she’ll reply, “I love it here!”
TVRH has strategically placed Whiteboards in every patient’s room on the Acute Care Units and in the Emergency Department’s patient rooms, to promote communication, patient safety, and family satisfaction.

Whiteboard Information on Acute Care includes, but is not limited to:

- The date, names of the care team, attending/discharge physician, consulting physician, diet, pain management, pending tests, activity precautions, hourly rounding, discharge plan and date of last bath and linen change.

The information enables the patients and family to make informed decisions regarding the patient’s care, ask questions, and be more apt to adhere to the medical regimen with more positive outcomes as well as increase patient and family satisfaction with their overall healthcare experience.

The Emergency Room at TVRH is the site of critical information delivered in a rapid environment. Communication is significant to reduce anxiety.

The Whiteboard information in the private Emergency Rooms keeps the patient/family updated with the most current status of the following: Date, name of nurse and ER physician, lab studies and physician awareness of results, diet restrictions, safety precautions, pain management, comfort measures, admission status and/or discharge plans and needs.

On the Acute Care Units and in the Emergency Department, the Patient Experience Professional closely monitors the Whiteboards for completeness and updates, not only to meet, but exceed the expectations of the patient and family.

Accurate and timely patient and family centered communication, not only improves patient medical outcomes, but enhances TVRH and its Emergency Room patient-family experience resulting in patients leaving completely satisfied, their expectations met and the follow-up survey evaluations scoring the desired nine or 10.

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New Whiteboards: Using Communication, as part of the cure

It all started ...

In 2005, the Joint Commission’s National Patient Safety Goals identified patient centered communication as a primary focus. The intent was to improve patient safety through communication between all members of the interdisciplinary patient care team and the patient-family as an integral part of ensuring medical errors do not occur.

Five years later, in 2010, the Joint Commission noted that communication failures were implicated in more than 70 percent of life threatening adverse events related to patient care. Consequently, the Patient Centered Communication Standard was developed and implemented.

Interventions were explored, and written communication was proven to be more substantial than verbal. The Whiteboard was identified as a successful and effective communication tool to overcome barriers to patient and family centered care while encouraging patients to become active participants in their care.

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Submitted by Joan Hanosek, Auxiliary 2nd vice president, and chair of patient survey
Lori DeForge’s title may be director of emergency services, but one of her goals is to make sure that the Emergency Department is providing outstanding patient care, and statistics are showing her success.

In just one year, the door to discharge time has dropped from 205 minutes to 110 minutes. Heart attack victims now average 40 minutes from door to cath lab with the national average around 90 minutes.

Lori has implemented changes to improve flow and patient satisfaction over the past year as well, such as in the metrics for chest pain and stroke patients. Lori credits her hardworking ED staff and new PEP (Patient Experience Professional) Tina Williams, for the improvements in patient surveys.

She has been a nurse for 35 years, mostly in an ED, and locally in our area for 10 years. Lori is invested in our community, and she is actually going to be a Villager soon.

Lori said she is especially looking forward to this winter and what the opening of Brownwood’s free-standing ED will add to the community.
Improving Patient Experience

A few new personnel have joined the hospital to improve our statistics in patient care. They are called the patient advocates or as TVRH calls them – Patient Experience Professionals (PEPs). Throughout their days they visit with each patient to act as personal advocates but, more important, to make sure each patient experience is positive.

The plan limited PEPs to the second and fifth floor until Michael Pittman, chief clinical officer and site administrator, interviewed Tina Williams, an experienced patient advocate working at Lady Lake Medical Center.

As they toured the Emergency Department, Michael described Tina as “a fish in water,” and immediately hired her as a PEP for TVRH Emergency Department.

“The job was a godsend,” Tina said, “I just love it!”

Tina advocates for patients and families by meeting each patient in the ED. “Although the primary focus is on the patient, I comfort and care for family members as well,” she said. Because Tina cares for her son who received a brain injury in an accident, she understands both sides, as a patient and a caretaker.

Tina sees all the ED patients, monitors the newly installed Whiteboards and follows up with those patients waiting for lab work. She’s also implemented a new facet of her job – telephone calls. She calls a day after discharge and checks on each patient’s well being as well as their feelings about their treatment in the ED. She makes 70-100 calls a day!

While she never pushes for a nine or 10 rating on the patient survey, Tina often leaves patients with, “A nine is fine, but 10 – we win!”

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Tina Williams makes it a point to take care of patients and their families.

Pleasant Staff Makes a Difference

“When I arrived in the Emergency Room at TVRH, I was in great pain. A very nice gentleman checked me in and didn't waste any time putting me into an exam room. Two nurses took care of me, did an EKG, and drew blood. They made me comfortable and explained everything. A young lady with a red, white and blue hair bow handled my insurance and was so cheerful; it made me forget how uncomfortable I was for a minute. Two doctors explained that I would be admitted and sent upstairs to the fourth floor. Everyone on your staff was knowledgeable, pleasant and helpful. During the night, they came in with medications for the other patient in my room and I asked for a blanket. Seconds later, she came in with a heated blanket and covered me up! It’s nice to know there is a hospital team that goes above and beyond to care for patients!”
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- The Villages Insurance

### SPECIAL EVENT PARTNERS
- Cabaret
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- Sumter Landing Bicycle Club
- John Truth & Reflexx

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**Our Mission**

To raise funds and create awareness of the services which our hospital provides to maintain and improve the quality of patient care.