Calling All Southerners

There were many visitors to the Fenney Recreation Center in The Villages who came to see what volunteering in the new Freestanding Emergency Room would involve.

A recruitment event was held at the Fenney Recreation Center on Saturday, Sept. 21, in preparation for the new Freestanding Emergency Room that is being built just south of SR 44.

At the end of the three hours, there were applications for 27 volunteers who had selected shifts. Another half-dozen attendees took applications home to think about what, when and where they would like to volunteer. The southern part of The Villages is growing, and once the bridges over SR 44 and the Florida turnpike are complete these residents will easily be able to take their golf carts to the Freestanding Emergency Room.

Volunteers are needed for three shifts a day and seven days a week in both the ED Admit area and the Emergency Department. Gloria and George Counselman will chair the ED Admit in conjunction with their chairing of the ED Admit at the main hospital. Ralph Flood has agreed to chair the Emergency Department, and he also plans to continue to chair the Rehab Hospital at TVRH.

("Southerners" continues on Page 4)
There is lots going on at the hospital

- The seasonal residents and volunteers are slowly returning.
- Doesn’t the new entrance into the emergency room look great!
- There are now four Patient Experience Professionals (PEP) on staff for concierge service to our patients. Read about what these individuals do on Page 5 of this issue of The Hummingbird.
- It’s flu shot time also. Be sure to watch for the hospital schedule for when they will be available. If you get your shot elsewhere, bring the documentation to the Day Captain’s Office for your sticker!

(“Lou” continues on Page 3)
Jeannie Rogale, Our President

Kindness creates smiles and changes the world.

Have you thought of taking a tour of the Hospital with Deidre Rosemond, patient navigator? Changes are always taking place and new equipment is being added to enhance our hospital. If you are interested you can sign up in the Day Captain’s Office or contact Deidre at 352-751-8173. In taking this tour you will be able to share with your family and friends how our Hospital has grown. You are welcome to bring friends.

Are there times when you don’t know what to buy as a gift for someone? How about a commemorative brick that can be placed in the Sharon L. Morse Celebration Garden, whether it be for a birth, birthday, anniversary or just to say “thank you” to someone. The Celebration Garden also has an area for your beloved pets.

If you are interested in purchasing a brick call Bonnie Albion at 352-751-8871.

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.

("Lou" continued from Page 2)

- We still have approximately 85 open four hour-shifts. So I’m again asking you to tell your family, friends and neighbors how much fun it is to volunteer at the hospital. The application is now online at the hospital website so it is very easy to complete and submit.

My thanks to each of you who completed one of the Foundation Board’s communications surveys. We had 69 surveys returned, and a breakdown of the issues on which you would like additional information are:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Room Wait Times</td>
<td>33.3%</td>
</tr>
<tr>
<td>Emergency Room General Issues</td>
<td>10.1%</td>
</tr>
<tr>
<td>Waiting for Room for Admitting</td>
<td>3.0%</td>
</tr>
<tr>
<td>Delay in Discharge</td>
<td>5.8%</td>
</tr>
<tr>
<td>Issues Regarding Staffing</td>
<td>11.6%</td>
</tr>
<tr>
<td>Hospital Rating</td>
<td>3.0%</td>
</tr>
</tbody>
</table>

The communications committee will be working on providing information to you and the public on these subjects in the future.

FALL, FOOTBALL AND COOLER WEATHER ARE HERE SO ENJOY OCTOBER!
Many recruits decided to join us and got busy filing out and signing the forms.

Perhaps some of you would like to add a shift “down south” or transfer to one of these new departments. If so, stop by the Day Captain’s office and fill out an additional department or a change request form.

**John and Pat are just two of the 27 volunteers who attended the recruitment opportunity at Fenney Recreation Center to learn more about becoming an Auxiliary Member and volunteering.**

Pat Wasek moved into the Village of Osceloa Hills Soaring Eagles in March of this year after living in New Jersey and Oviedo, Florida. She wanted to give back to the community and “stay busy” so she is going to volunteer at both Cornerstone Hospice and at TVRH Freestanding Emergency Room. She originally studied nursing and has always been a caregiver so this new adventure should be a perfect fit.

John White is living in the Village of Hadley and has done volunteer work for his church, but he wanted to expand his community involvement and decided to volunteer the Emergency Department at TVRH Freestanding Emergency Room on Saturdays.

The construction for the new Freestanding Emergency Department in Wildwood is underway and the opening is estimated to be in January 2020. It is located directly across from the cattle drive leading into Brownwood. Lou Emmert, volunteer coordinator, is already looking for 63 volunteers (three in each shift: 8-noon; noon-4 p.m. and 4-8 p.m.).

**For more information, contact The Volunteer Placement Office, 751-8176, Monday-Thursday 8 a.m.-4 p.m. and Friday noon-4 p.m.**
**Our PEPs Provide an Ear and an Answer**

As part of the effort to improve the experiences of hospital patients and their families, our hospital has hired four Patient Experience Professionals (PEPs). Their job is to ensure the patients not only get great medical attention, but that they have the most positive experience possible during their stay at TVRH. The PEP will answer non-medical questions, relay information from a provider to the patient, help patients understand the reason they are waiting, serve as a patient advocate, or simply get patients something they need like an extra pillow or blanket.

Tina Williams provides this service in both ED and for the 3rd Floor in-house patients. Avena Dat covers the 4th and 5th Floors and Kadidja Malivert covers the 2nd Floor patients. John Hartley covers ED plus Observation and Cardiac Medical for the second shift, and soon there will be a part-time PEP covering the hospital on weekends. Tina also makes follow-up phone calls to any patients who are discharged from ED (and not admitted to the hospital) to find out how their experience was and if there are any issues or questions that she can resolve for them.

This new role does NOT replace the Patient Surveys done by Auxiliary volunteers or the interactions that naturally occur between patients and the volunteer. If in-house patients have a complaint or concern regarding their hospital experience, the PEP should be contacted directly so she/he can research the situation and handle it with the appropriate staff to resolve the issue for the patient. PEPs can be reached via Vocera at 352-751-8255. (Note: If the patient has been discharged the current hierarchy should be used. First, call the director of the department generating the complaint. If not available, call the house supervisor and if not available, call Risk Management.)

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**Putting the Hospitality in Hospital**

All volunteers who work on the TVRH Campus, East Campus, or the soon-to-be-opened Freestanding Emergency Room are required to get a flu shot for the current season and display the sticker of compliance on their badge.

All volunteers who work solely at Ye Olde Thrift Shoppe are not required to get a flu shot but are encouraged to do so for their own health and protection.

The Hospital has received the vaccine and Employee Health is offering free flu clinics at several locations. The clinic schedule is available now on Vision under the Employee Health and Wellness tab. As in the past, the hospital only gives the generic vaccine and not the high dose.

If you get your flu shot elsewhere, bring your proof of inoculation to the Day Captain’s Office for processing. You may pick up your sticker at the Day Captain’s Office approximately one week after dropping it off.

Any volunteer working in a patient and/or public contact area who does not or cannot get a flu shot will be required to wear a mask when volunteering from Jan. 1 through March 31, 2020.
The Cath Lab Team at The Villages Regional Hospital Gathered Supplies for the Bahamas

What started out as just a little bit of love has turned into something so much more! Following the devastation of Hurricane Dorian in the Bahamas, the Cath Lab team at The Villages Regional Hospital has been gathering supplies that will help people in the Bahamas as they recover from the storm.

The supplies are headed to Sebastian, Florida, to make their way by boat to the Bahamas. This is a great example of just one of the many great things our team members are involved in. It is an honor to have you all on our team!

**ARC Education**

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

**For NEW VOLUNTEERS**

Tuesday: **OCTOBER 8** • 8-11 a.m.
Location is East Campus, 3rd Floor IT Training Room opposite the elevator.

Tuesday: **OCTOBER 22** • 8-11 a.m.
Location changed to East Campus, 2nd floor, classroom #3

**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

**ER Experience at TVRH**

“The quality care I received at The Villages Regional Hospital was top notch! I can say this with accuracy and confidence because I have over 32 years of hospital work experience under my belt. I came in with an eye injury and needed an exam and evaluation. Brian Reinhardt is an extremely valuable member of your medical team. He was considerate and made me feel like my small injury was the most important moment of his shift. He had excellent bedside manner, explained everything he was doing and provided the followup medication that I needed. His demeanor was calming and friendly. I knew he was in control and smart. Please keep doing the excellent work that I experienced. The ER is a well-functioning, caring unit.”

**New and Returning Volunteers**

Barley, Stacy
Bidwell, Donna
Bigotti, Kathleen
Caminez, Jaime
Capenter, Rosemarie
Donnelly, Art
Estep, Joann
Ferguson, Marty
Fillmore, Betty
Fox, Alison
Grasso, Joseph
Harless, Carol
Jancso, Raymond
King, Eileen
Kirsch, Harold
Kohler, Margaret
Lofland, Sheila
Meyer, Elizabeth
Miller, Amy
Morse, Jane
Rodriguez, Barbara
Rossel, Linda
Rounds, Diana
Schilb, Arlene
Sibley, Gwen
Simpson, Vickie
Stone, Clarissa
Stone, Randy
Tully, Diane
Turner, Teresa
Wasek, Patsy
White, John
White, Marliese
Whittington, Judson
Williams, Elsa
TVRH Compassionate Care

“My sister was sent to The Villages Regional Hospital with obstructed breathing. When my husband and I arrived at the hospital, the volunteers were helpful in escorting us back. We informed the staff of my sister’s Alzheimer’s disease and they did all they could to help.

As the day went on, my sister became agitated and a nurse named Mary took over. She held my sister’s hand and talked soothing words to her for several hours giving us a much needed break.

Our head nurse Melissa was professional and compassionate. Dr. Tran removed the blockage and several more nurses – including Paul, Jeff and Mary took great care of my sister.

I will not hesitate to use TVRH as everyone we dealt with was top notch!”

Ye Olde Thrift Shoppe was invited to be part of a program at the Trinity Ladies Lutheran Women Missionary League along with two other thrift stores. Three of the YOTS volunteers selected outfits using both items they had recently purchased plus items they found in the Shoppe. Nancy Cummings wore a “lunch with the gang” outfit while Beth Malak showed off her recently purchased dress and shoes she wears to church. Cinda French closed the show wearing a silver and gold ombre dress with jacket that perfectly matched the silver shoes she had recently purchased at the Shoppe.

The volunteers are always eager to deliver a no-charge fashion show to your club, social group, church or private gathering. Just contact our clothing co-manager Cinda French at 352-446-9736 or ozbailey@comcast.net to discuss the details.

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.
"Tooter" the Clown

Beckie Montgomery, chair of Dietary, has an interesting hobby. She is a real clown.

She had always been one to clown around and she enjoys people and making them laugh. She moved to The Villages from Cincinnati, Ohio, in 2014, where she had been a federal food inspector. When she found out there was a class to learn how to be a clown, she really wanted to be one!

She soon signed up for the class and absolutely loves it. She has made many friends and had so many rewarding experiences. She loves it when the clowns go visiting in care facilities, especially where the people are lonely or don’t receive many visitors. "Tooter," as she is named, goes into the rooms and tells silly jokes. She often makes them a balloon flower to give some sunshine to their day.

Now, she and a friend are teaching the eight-week class which is based out of the Enrichment Academy. They utilize their fellow clowns in the classes as they teach basic clown skills and etiquette, and prepare participants for active membership in a clown alley or group. They also teach them about the different types of clowns, and how to choose a character, as well as the basics of clown arts.

Beckie helps all the other clowns with their needs, such as fun buttons and decorating their carts, and she helps them be the best clowns around! And they do get around, from Disney World to the forest, schools, and just about anywhere people need to laugh.

Beckie also enjoys her work at the hospital. says she has people calling her "Tooter" in the hospital halls, and when she subs for an outdoor transportation driver, the other drivers wave and call out "Tooter" as they pass each other. She also is part of security during the annual hospital Galas.

Beckie Montgomery, chair of Dietary, has an interesting hobby. She is a real clown.
Heathy You, Healthy Us

In the Friday Updates from Don Henderson, that the volunteers have recently started receiving, there is a section entitled WELLNESS CORNER, with various topics that you can attend. The classes do rotate, so you need to look at them every week to see if something interests you.

The award-winning Healthy You, Healthy Us wellness program is focused on bringing new, innovative classes and opportunities to the community and to hospital employees and volunteers to encourage positive change in their overall health and wellness.

Our Healthy You, Healthy Us Wellness program is run by Juli Romero-Gomez, RN, CCWS, ACC Wellness Program coordinator, Central Florida Health. She is assisted by Janice Boleyn, MBA Wellness Program assistant, Central Florida Health. These leaders have the background and credentials to offer all of us the opportunity to make a commitment to wellness. It would be good stop at this section of the Friday Update and check out what is available. A recent class was called Kitchen Pharmacy. The flyer for the class said, "Whether you have a cough, upset stomach, earache, sore throat or an itchy rash, effective relief may be sitting in your kitchen cupboards."

It is true that some home remedies are simply old wives tales, however others have stuck around for generations because they actually work. This is a fun and informative class to learn how common pantry items may help with everyday ailments.

The teacher for the class was Colleen Griffin. She works with several other experts on different health topics scheduled through Central Florida Health.

Kitchen Pantry was held in the TVRH Private Dining Hall. Colleen had several vegetables to show how they could be used in place of pharmaceutical products. For example, an onion poultice can be used to break up mucus and congestion and reduce spasmodic coughs. Colleen passed out a flyer with instructions to make Fire Cider, which is an immunity booster. Onion Honey Syrup is good for a cold or flu and can be taken very day during the winter to help keep sickness away.

Healthy You, Healthy Us also offers other classes such as Tobacco Free Florida, which includes free tools and services to help you get started. Additional classes include:

- Alzheimer’s Caregiver Support Group
- Alzheimer’s Stage 1 Support Group
- Diabetes Empowerment Education Program
- Stress Less and Get More Done
- Healthy, "Wellthy" & Wise
- Hydrate with Fruit Infused Water
- Family Caregiver Conference
- Tai Chi for Arthritis and Fall Prevention

Watch the weekly Friday Update for times and schedule.

Attention Volunteers

The Hummingbird team is in need of help from any volunteer(s) who have experience in writing articles and/or are willing to do simple interviews. If this seems interesting to you, please Contact skumler@gmail.com or 352-446-3133.

This would be in addition to your regular volunteer commitment.

Here is a sample recipe

To make an onion poultice, slice or dice an onion, wrap it in a small towel or a Handi Wipe. Gather up the ends and secure with a rubber band. Place it on the chest or back and leave it for 30 minutes. Repeat every three hours or until symptoms of congestion, mucus or spasmodic cough is relieved.
**Our Mission**

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

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- Gary & Barbara Kadow
- Lake Sumter State College
- Dr. & Mrs. Edwin McDaniel
- Project S.O.S.
- Fred Robey
- Rotary Club of The Villages Foundation
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Gerald & Marilyn Ten Eyck
Trinity Springs
Lee & Kay Van Horn
The Villages Golf Cars
The Villages Homeowners Association
The Villages Insurance
OVERVIEW OF OFFICER DUTIES

**Auxiliary Membership President:**
- Chairs the Membership Branch Executive Committee
- Ex-officio member of all committees except the Election Committee
- Vice President of the Auxiliary Corporate Board of Directors
- Responsible for organizing and communicating with the Auxiliary Membership
- Appoints Department Chairs

**First Vice President**
- Assumes the powers and perform the duties of the President in the event of the absence, disability or resignation of the President

**Second Vice President**
- Performs the duties of the President in the absence of the President and First Vice President
- Coordinates the Election Committee
- Serves as Chair of the Auxiliary Handbook Committee

**The Recording/Corresponding Secretary**
- Keeps and distribute an accurate record of all Membership Branch Executive Committee and General Membership meetings of the Auxiliary Membership
- Conducts all the general correspondence of the Auxiliary Membership, including Sympathy and Get Well cards to members

**Historian**
- Collects and organizes historical data including, but not limited to: newspaper articles, photos, special events and fundraisers
- Scans all articles from local publications and sends to the Auxiliary Foundation Office for record keeping

**Parliamentarian**
- Knowledgeable and familiar with Robert’s Rules of Order, the governing authority for Auxiliary meetings
- Ensures meetings of the Auxiliary Membership are conducted under these procedures

Voting is only open to active members of the Auxiliary as of June 30, 2019
The Villages® Regional Hospital

Officer Nomination Form

TVRH AUXILIARY MEMBERSHIP OFFICER NOMINATION FORM
for the 2020-2022 term

I wish to nominate ____________________________________________

for the position of ____________________________________________

What makes this person a viable candidate? – Experience, knowledge, skills, etc.

___________________________________________________________________

___________________________________________________________________

___________________________________________________________________

___________________________________________________________________

___________________________________________________________________

___________________________________________________________________

___________________________________________________________________

___________________________________________________________________

___________________________________________________________________

___________________________________________________________________

___________________________________________________________________

Your name ______________________________ Phone number_________________

Has this person agreed to be nominated?  ☐ Yes  ☐ No  ☐ self

This form must be turned in to Day Captain’s office no later than Dec. 15th.