Our Auxiliary

Decorating elves spent Saturday morning, Nov. 23, turning TVRH into an atmosphere of Christmas Joy

Once the decorating is done, it brings comfort, peace and love for those who enter our hospital. It’s amazing how the glow of lights can lift hearts and give hope!

There were 23 volunteer elves who helped decorate under the leadership of Sylvia Gardner, from the Gift Gallery.

In the top photo, Diana Rounds (at left) works with Billie Smith on the stately tree in the main lobby. Jack Roberts, in photo at left, provides piano music to set the atmosphere.

Enjoy the photos of the other trees around the hospital as you read through this newsletter.

Thanks to the elves for sharing their time and talent!
Update From Lou,
Our Volunteer Coordinator

“THE ONLY DISABILITY IN LIFE IS A BAD ATTITUDE”
   ~ Unknown

It’s impossible for it to already be December. Time just goes too fast and I can’t keep up with it. How about you?

The “elves” were around on Nov. 23 and they decorated the hospital. It looks beautiful. So many of our visitors tell me that they can’t believe that our volunteers decorate the hospital in addition to supporting the patients and staff in very important ways. Sylvia Gardner coordinated the decorations this year with support from Sandy Gianuzzi and Billie Smith, plus about 25 very helpful volunteers.

This seems to be the time of year that we need our volunteers to take on special projects such as the cycling event, the Sumter County Chamber of Commerce Fall Festival, taking orders for See’s candy, putting up decorations, etc. My grateful thanks go to each of you who have helped in these areas.

Not only is our hospital decorated for the holidays, but so is the Gift Gallery. Please make time to stop by the Gift Gallery and check it out. You may find some gifts for a friend or family member.

There are a couple of things I need to remind all volunteers so that we are the best we can be:

(1) Please don’t congregate in the main lobby area, particularly around the Front Desk. That is the first place our visitors see and we don’t want them to think we aren’t busy by standing around talking.

(2) There have been a number of incidents of “grocery shopping” in the cafeteria lately. Grocery shopping is when volunteers take their entire $7 value items and not really a meal. Examples are an entire carry-out box of meat or chicken salad or taking several bags of cookies or chips. I’m sure you get the idea. When this is done, it really impacts the inventory and some staff or volunteers after us may not get any of those items. The meal benefit is a very nice gesture by the hospital to say thank you to the volunteers and I’m asking all volunteers to be considerate of it.

(3) Also some volunteers have been noticed eating in the serving area while selecting their lunch. Please be sensitive to this and wait until you’ve reached your table or wherever you’re going before tasting things.

(4) We send email blasts frequently to notify all of you of important happenings or requests. If you do not want to receive any of the emails coming to you, PLEASE DO NOT UNSUBSCRIBE. When you unsubscribe from one type you will no longer receive any of our email. Then you may miss important announcements like the holiday gift or the appreciation lunches. Just hit delete for any email you do not wish to read.

Now off my soapbox and on to other issues...

At this time we have over 120 open shifts so I’m again asking each of you to see how you can recruit one new volunteer. I also still have two departments that can use a Volunteer Chair—the Gift Gallery and Surgical Waiting. If you have an interest in either of these positions, please give me a call to discuss, 751-8871.

I wish each of you a very Merry Christmas, Happy Hanukkah & Happy Kwanzaa.

Lou Emmert
Volunteer Coordinator

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1501 N. US Highway 441
The Villages, FL 32159
352-751-8176

The Hummingbird is a publication of the Villages Regional Hospital Auxiliary Foundation. The information within this publication is designed to communicate and inform the staff and volunteers. The editorial staff reserves the right to author, edit, or deny materials submitted for inclusion.

Feedback: We need to know what you think, what you want to hear, and what you are up to. Send email to the Editor: skumler@gmail.com

Newsletter Staff
Editor: Shari Kumler
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Staff Advisor: Rena Marchand

This newsletter is dedicated to the hardworking volunteers at The Villages Regional Hospital.

Elected Officers
Jeannie Rogale - President
Gloria Counselman - 1st Vice President
Joan Hanosek - 2nd Vice President
Candy Ginns - Recording and Corresponding Secretary
Rena Marchand - Historian
George Counselman - Parliamentarian

Contact the Auxiliary Offices
The Auxiliary Office 352-751-8061 is staffed...
Monday-Thursday 8 a.m.-4 p.m.
Friday 11 a.m.-3 p.m.

The Day Captain’s Office 352-751-8622 is staffed...
Monday-Friday 8 a.m.-4 p.m.
Saturday & Sunday 9 a.m.-1 p.m.

The Volunteer Placement Office 352-751-8176 is staffed...
Monday-Thursday 8 a.m.-4 p.m.
Friday noon-4 p.m.

The Auxiliary Foundation Office 352-751-8871 is staffed...
Monday-Friday, 8 a.m.-4 p.m.

WEBSITE https://www.thervillagesregionalhospital.org
FUNDAMENTALS OF PATIENT COMMUNICATION

Always Practice AIDET:
This is an easy to remember format to use when working with guest.

Acknowledgment
Acknowledgment includes putting down paperwork and making the patient or guest your focus. Stop whatever you are doing so the individual knows they are important. Be alert! Eye contact and a smile are both non-verbal ways of acknowledging a patient or family member. Anticipate their questions or needs.

Introduce Yourself
Give an estimate of the time it will take to complete a procedure. For example, “It will take us about five minutes to walk to the X-ray department” or “X-ray is just down the hall.”

Duration
Introduce yourself by name and describe what is going to happen.

“Good morning. My name is Lisa and I am a volunteer. I will take you to the ...”.

Explanation
Use easily understood terms when providing information. Avoid acronyms. Offer to resolve any concerns, questions or complaints.

Thank You
Say thank you to the patient and their family. Be sincere. “Thank you for choosing us for your health care needs. Is there anything else I can do for you?” People will walk away with the message they see versus the message they hear 100 percent of the time. Be aware of your nonverbal communication.

Jeannie Rogale, Our President

Whatever is beautiful, whatever is meaningful, whatever brings you happiness ... may it be yours this holiday season and throughout the coming year.

There's still time to find the perfect gift at Ye Olde Thrift Shoppe

We also have decorations and holiday clothing!

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 we can also pick up large pieces of furniture. Just call 352-874-3593.

ARC Education (Annual Regulatory Compliance Education & Risk Safety Module)

For NEW VOLUNTEERS
Tuesday: DEC. 3 and 10 • 8-11 a.m.
Location is East Campus, Third Floor IT Training Room opposite the elevator.

For ANNUAL VOLUNTEERS -- IMPORTANT NOTICE!!
In addition to the dates above. Thursday, DEC. 19 from 8 a.m.- 3:30 p.m. is being added as a fourth option because we have dropped the evening hours, and will be closed on Christmas Eve and New Year's Eve.

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

It is MANDATORY that every volunteer be recertified annually during their birth month.
Ye Olde Thrift Shoppe Expansion Approved ... *Changes Are Coming!!*

The Town of Lady Lake has given approval for the expansion of Ye Olde Thrift Shoppe. The plan is to construct a new building in place of the existing two-story yellow building. This will allow the Shoppe to expand its retail space while preserving the three large live oak trees that are estimated to be more than 200 years old.

We want to thank all the Auxiliary Volunteers who showed up at the Lady Lake Commissioners meeting in support of the YOTS proposal. We also thank the Lady Lake Commissioners for their understanding and approval of our growth plans.

The Shoppe has been open just over 11 years as a fundraiser for TVRH Auxiliary Foundation. There are currently over 200 volunteers who work at the Shoppe during the week and all the items are donated by our generous community. Stay tuned as we combine the contents of both buildings into YOTS2 before the construction of the new building begins.

The Shoppe sells the “gently used” furniture, home décor items, jewelry, books, wall hangings, working small appliances, housewares, and clothing for men and women. It is open from 10 a.m. to 4 p.m. Tuesday through Saturday and is located at 106 and 110 W. Lady Lake Boulevard. This is just two-blocks South of CR 466 and just west of US Highway 441/27 across from the Lady Lake Historic Park.

Attention Volunteers

*The Hummingbird team is in need of help from any volunteer who has experience in writing articles and/or is 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.*

**Meet Ann Roach, new ED Admit Volunteer**

Since June, Ann Roach has worked two shifts in the “front” of the ER. Ann says, “This job has a lot of challenges, but my law enforcement background helps me diffuse problems.” She also credits James, one of her co-workers, with helping her “handle stressful situations.” In addition, her nine and a half years as a Villager, originally from Maryland, gives her an insight into Villagers and their concerns. Meet Ann on Saturdays and Mondays from 4-8 p.m.

– By Peggy Roche
*Hummingbird Reporter*
His nursing career spans 30 years including time in the military and working as a travelling nurse from coast to coast, and Brian Arndt still finds himself in awe of the volunteers at The Villages Regional Hospital.

“I’m absolutely nothing but impressed,” said Brian, TVRH’s new administrative director of nursing. “I’ve never seen a volunteer group, never even heard of a volunteer group like this.”

Speaking to the Auxiliary Executive Committee recently, Brian said he worked at a hospital with 900 beds and only five volunteers. Volunteer Coordinator Lou Emmert responded with the count for TVRH. “We have 938!” she said.

Brian said he enjoys receiving input and hearing ideas from the volunteers.

He has been on the job at TVRH for about six months, and he spoke about current and future nursing needs.

“We are always actively looking for good nurses,” he said, and mentioned that he would like to see an expansion of the licensed practical nursing staff working in partnership with registered nurses as the hospital moves toward a team-nursing model.

Brian complimented and thanked the volunteers for all they do in every department, and he also shared a compliment about the hospital itself.

“This has got to be the cleanest hospital I have ever seen,” he said.

– By Peggy Roche
Hummingbird Reporter

The Villages Hospital Shines

“I went to the emergency room with a bad migraine and only waited about 15 minutes. I have never received such excellent care. The nurses – Sandy, Christina, and Ingrid – were outstanding! Tests were done immediately and a nurse came to check on me every 15 minutes. They made me feel special and like they truly cared. It was a very pleasant hospital visit. Kudos to the staff!”

This beautiful tree can be seen on the 2nd Floor.
There are the holidays to contend with and necessary building inspections, but Cameron Beatty, director of The Villages Regional Hospital’s Freestanding Emergency Department, is hopeful for a late January opening of the facility under construction in Wildwood.

“I am excited to be open for business — to open the doors,” said Cameron, an experienced nurse and hospital manager.

The facility will open with 16 beds and eventually will have 24 beds. If patients at the new ED need hospital admittance, they will be moved to the hospital by ambulance.

Lori DeForge, director of Emergency Services at TVRH, said the new ER and its labs will be staffed 24/7 with doctors and nurses as well as respiratory therapists, techs and radiologists.

Volunteers will work three shifts, and they are being trained now at TVRH.

Cameron and Lori agree that the goal is to take care of every person, every day, who seeks emergency treatment at the facility, the same as at TVRH.

The rumors of a merger with UF Health Shands Hospital are just that, they said, although work is underway on a joint venture with the Gainesville hospital.

Sixteen nurses are currently being trained for the new Freestanding ED, and Cameron emphasizes that everyone is working hard.

“They attitude is infectious,” he said. “We’re all so excited for the project.”

– By Peggy Roche
Hummingbird Reporter

Groundbreaking News

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. Volunteer Coordinator Lou Emmert, has been looking for more volunteers (three in each shift: 8-noon; noon-4 p.m. and 4-8 p.m.). The training has started at TVRH for the new volunteers.

For more information, contact The Volunteer Placement Office, 7352-751-8176. Monday-Thursday 8 a.m.-4 p.m. and Friday noon-4 p.m.
New Chair Named for Imaging Transport

A four-year TVRH volunteer veteran, Virginia Telford has accepted the chair position in Imaging Transport. A native of Illinois, Virginia spent 45 years as a nurse in one hospital and was vice president of a 350-bed hospital. Now she and her team help TVRH patients get to and from radiology.

Excellent Care at Rehab Hospital

“I am writing to let you know that you saved my life! I received the best medical care at The Villages Regional Hospital from Dr. Maiello. Earlier this year, I broke my leg from the knee to my pelvis. After a terrible experience at another hospital, I came to TVRH with a significantly swollen leg and breathing problems. I finally received the proper care for two weeks and was transferred into the Rehab Hospital. After one month, I was ready to go home. Your service was outstanding and every team member who crossed my path was very qualified.”

Wellness Corner

The health of our team members is a top priority at Central Florida Health. Our Healthy You, Healthy Us wellness program is pleased to offer learning opportunities for our team members, volunteers and our communities.

Classes will be held from noon until 1 p.m. in the Private Dining Room at The Villages Regional Hospital, unless otherwise noted.

Tai Chi for Arthritis and Fall Prevention

Many studies have shown that Tai Chi is one of the most effective approaches for preventing falls. And it has been repeatedly found to improve flexibility, maintain muscular strength and improve overall health.

This FREE class will begin Jan. 14, 2020, and run for eight weeks through March 5, 2020. It will be held in TVRH’s East Campus Classroom 1 from noon until 1 p.m. on Tuesdays and Thursdays. Please plan to arrive early on the first day of class. To register, call Janice at (352) 323-4291.
Starting in 2016, a Recognition Program was started by the TVRH Auxiliary Foundation to honor volunteers who have accumulated 5,000 volunteer hours. At the end of every June, a plaque with their names is hung outside a patient room on the 4th Floor of our hospital.

Since 2016, 19 volunteers have been recognized. They are:

- George Counselman
- Gloria Counselman
- Nancy Duddy
- Kathy Greenfield
- Harriet Huschart
- Michaelene Kaufmann
- Jim Lemon
- Barbara Lovett
- Rena Marchand
- Effie Miller
- Shelly Morjoseph
- Sandy Murphy
- Mary O’Donnell
- Jeannie Rogale
- Jackie Sampson
- Irene Stec
- Joe Stec
- Shirley Teague
- Judy Tiso

There are also room plaques honoring each of the past Auxiliary presidents starting in 2011.

“Yesterday I received a heart cath at TVRH. Before and after the procedure, the nurses were wonderful. They were well trained and attentive to my needs and comfort. Thank you Brian, Catherine, Julia and Minh. They kept me comfortable and hydrated while I was waiting to be discharged. To say I was impressed would be a gross understatement. I can’t imagine receiving better care anywhere else.”
Village of Sanibel resident Belly Schneider pulls double duty.

With Operation Shoebox, Schneider helps oversee the sewing room where she and others sew bags the organization uses to hold the goods they send to troops.

"We're really where it begins," Schneider said. "We sew most of what we call a 'ditty bag.' It's a small bag with a drawstring that gets filled with all sorts of supplies and goodies and toiletries that we send to our troops all over the world."

She also volunteers at The Villages Regional Hospital, where she helps train patient care volunteers. "I'm responsible for about 40 volunteers that are on the floors with the patients," Schneider said. "The hospital, to me, is a very comfortable place because I worked as a nurse for 45 years. So I just feel at home in the hospital."

During the holiday season, Schneider and the other sewing volunteers with Operation Shoebox make Christmas stockings in place of the regular ditty bags, adding a little bit of extra cheer to their normal donations.

Founded in 2003 by Mary Harper, Operation Shoebox sends around 350 to 400 care packages per week to troops deployed overseas, far from American shores and far from a soldier's home. The organization provides morale-boosting supplies soldiers may not receive while deployed, such as magazines or other entertainment, personal care items, snacks and thank-you letters.

With so many care packages going out the door every week, the operation relies heavily on volunteers to help pick up donations, pack boxes, and bags and ship them via the United States Postal Service.

Schneider and the other seamstresses and quilters in Operation Shoebox also make neck pillows, stuffed animals and quilts for various charity organizations around Central Florida.

"We do stuff like that throughout the year," Schneider said. "These people approach us to see if we can help, and unless we're in the middle of some major project, we drop what we're doing and help with whatever they need."

Schneider has been a part of Operation Shoebox since she moved to The Villages from New Jersey 14 years ago. Her children and grandchildren helped her and her husband move into their new home, and in the process, they happened across members of Operation Shoebox loading a truck.

"I watched them bringing in all of these supplies and I thought to myself, 'I've got to find out what this is,'" Schneider recalled. "At that time, the group was much smaller, and when they said they meet every Monday, I thought, 'Once the kids go home, I'm going to join.' Within a week after I got there, I joined."

After working for more than four decades as a nurse, Schneider says she feels compelled to volunteer to help where she can. With a son who formerly was in the military, she has seen firsthand the effect that care packages have on both active-duty soldiers and veterans.

"I've always volunteered for something," Schneider said. "Operation Shoebox appealed to me because we had a son who had a career in the Navy. Our generation remembers what happened to our troops when they came home from Vietnam – it was awful the way they were treated and we never want to see that happen again, and we never want them to think that nobody appreciates what they are doing. By sending out these care packages all the time, they know there's someone at home who cares about them."

(Reprinted with permission from The Villages Magazine.)
To be an officer, your nomination must have served on the Membership Branch Executive Committee or as a Committee Chair or Project Coordinator for at least one year and be an active Auxiliary member.

Exceptions can be made, with the approval of the Membership Branch Executive Committee, if no candidate meets this requirement for a given office.

Anyone can make a nomination before the Dec. 15 deadline. The job descriptions and nomination form are attached to this newsletter and are available in the Day Captain’s Office, near the sign-in kiosk on the Second Floor and at Ye Olde Thrift Shoppe. Boxes for submitting the nominations are in all three locations as well.

Nominations are then reviewed by the Election Committee, Volunteer Coordinator and Executive Director/President of the Auxiliary Foundation Branch.

If there is only one candidate for each open position, the Election Committee will declare the candidates duly elected. If there is more than one candidate for a position a ballot will be created and published in the January 2020 Hummingbird.

This year’s Election Committee is chaired by Joan Hanosek, second vice president, and includes Keith Bonn, Mary Dolph, Ralph Flood, Candy Ginns and Rena Marchand.

Only Auxiliary members who have completed Orientation on or before June 30, 2019, will be eligible to vote in the January elections. Once the election ends, the newly elected officers will be announced in the March 2020 Hummingbird and serve a term of two years starting at the annual April luncheons.

For additional details check out Pages 21 and 22 of the June 2019 Auxiliary Membership Handbook.

This beautiful tree can be seen on the 4th Floor.

This tree adorns the Cardiac Rehab dining room.
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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.
**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
- The President appoints a Secretary and two additional Directors to the Corporation Board. (These appointments are 2-year terms to begin July 1 of the year in which the President of the Membership Branch is elected).

**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
- The Historian forwards articles from local publications to the Auxiliary Foundation office.

**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**
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.

___________________________________________________________________

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______________________________________________________________

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.