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News for Volunteers

As Another Successful Holiday Season Comes to an End, We Look Forward to an Exciting 2020

As they have for the past 17 years, volunteers from the Auxiliary decorated our hospital.

Sue Fitzgerald and Jeannie Rogale remove the decorations from the ER waiting room.

This year the efforts were headed by Sylvia Gardner and all five floors were decorated. Being in a hospital during the holidays is difficult, but perhaps seeing the beautiful trees and wreaths helps cheer patients, visitors and staff. We thank all the 'elves' who helped set up and take down the decorations.

Keith Bonn helps with packing the storage containers. Does he ever go home?

It's Time to NOMINATE Your Co-Volunteers for Awards

You can print the form from Page 9, or the forms are available at the Day Captain’s Office and on the small table near the sign-in kiosks on the first and second floors and Ye Olde Thrift Shoppe. Please invite your co-volunteers to nominate a fellow volunteer for an award. It would be great if they nominated someone in their own department but it is not mandatory.

Thanks for your help in encouraging volunteers to submit nominations.

The categories and their descriptions are listed on the Nomination Forms at the end of this newsletter.

There is no limit to the number of people you choose to honor. Other departments, such as Ye Olde Thrift Shoppe can have awards specific to their areas.

Nominate any volunteer you think should be considered for an award. Nominations close on March 1 and the committee is anxious to have several nominations for each category from which to choose the winner.
Update From Lou,
Our Volunteer Coordinator

"Beginning today treat everyone you meet as if they were going to be dead by midnight. Extend to them all the care, kindness and understanding you can muster and do it with no thought of any reward. Your life will never be the same again.

- Og Mandino

We made up tickets for each volunteer who worked a special event (more than one ticket if a volunteer worked more than one event or more than one shift).

The drawing has been held and I’m very pleased to announce the winners of two tickets to the Cabaret on Jan. 18, 7 p.m. show at the Savannah Center. They are Gail McCloskey, Jacque Funk, Theresa Lazzari, Maureen O’Connor and Vicki Deshaw. And, the winners of two tickets each to the Gala on Feb. 8 are Peggy Douglas and Keith Bonn. My thanks to each of you who volunteered during 2019 for our special events and please be on the lookout for those coming up in 2020.

Auxiliary Stats: On Dec. 27 we had 969 volunteers and 120 open four-hour shifts. As you are aware the number of volunteers fluctuates each day. We ended 2019 with over 168,000 hours of service equating to a value of over $4 million. Thanks to each of you for your service to the hospital and to the Auxiliary Foundation. I am extremely proud of each of you and what you do for the patients and staff of the hospital!

Join me in looking forward to exciting things for the Auxiliary Foundation during this year!

My wish for each of you is that 2020 is a very happy and healthy new year.

Lou Emmert
Volunteer Coordinator

It’s hard to believe that we are in “. It sounds so futuristic—so STAR WARS-like.

But we are here with a new year to do things we’ve never done, to make things better, to learn new things and to grow in new ways. I’m looking forward to 2020 being a very successful year for the volunteers and the Auxiliary Foundation.

It’s exciting to be starting this year with a partnership with University of Florida Health and the many opportunities this partnership brings. UF Health includes six health colleges, nine research institutes and centers, and eight hospitals as well as a host of physician medical practices and outpatient services throughout North Central and Northeast Florida. Our new name will be UF Health The Villages® Hospital. Although this is our new name we need to wait for the instructions on when and how to use it. I’m sure you have lots of questions as I do but it will take some time to get the answers.

Patience is the key!
We will keep you informed and if you have questions please send them to me and I’ll get back with you.

Coming soon will be the Home and Garden Show and the Chili Cook-Off at Lake Sumter Landing on Saturday, Feb. 1. We will need volunteers so watch for the email blast requesting help and giving the times of the shifts. This was a fun event last year so sign up early to help.
FUNDAMENTALS OF PATIENT COMMUNICATION

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

**Acknowledge**

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.

Dear Volunteers,

I hope you all had a very nice holiday and Santa brought you everything you wanted and more.

Vouchers for the “gifts” can be picked up no later than Jan. 31, 2020. Enjoy!

I hope you all went and got your flu shots, if not, you will have to wear a mask anytime you are volunteering in the hospital (Jan. 1-March 31).

Thank you to the little elves who delivered holiday greeting cards to our patients. These cards were given to us by Amy Ottiligé. Her club is the “Colored Pencil.” She and her club have been doing this for the five years. I am sure these cards put smiles on our patient’s faces.

A “Big Thank You” to each and every one of you for continuing to serve our Hospital, with your smiles, your generosity, your concerns and your dedication. It is truly appreciated by me and everyone involved.

Wishing you all a very Happy New Year, and may the New Year bring you many happy moments.

What About the Elections??

The Nomination Committee, headed by Second Vice President, Joan Hanosek, met in December to open the nomination boxes and review all the nominations. The only nomination found was for the current roster of officers and they had all agreed to serve another term.

The committee declared the current team as the officers for 2020-2022:

- **President** – Jeannie Rogale
- **First Vice President** – Gloria Counselman
- **Second Vice President** – Joan Hanosek
- **Recording/Corresponding Secretary** – Candy Ginns
- **Historian** – Rena Marchand
- **Parliamentarian** – George Counselman

**ARC Education**

*Annual Regulatory Compliance Education & Risk Safety Module*

**For NEW VOLUNTEERS**

Tuesday: **JAN. 7 and 21** • 8-11 a.m.
Location is East Campus, Third Floor IT Training Room opposite the elevator.

**For ANNUAL VOLUNTEERS**

Location is East Campus, Third 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 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.
WELCOME
New & Returning
VOLUNTEERS

**DECEMBER 2019**

Alexander, Edward (Ted)  
Botkin, Bradley  
Brosteau, Thomas  
Clemintone, Thomas Sr.  
Elisoff, Lorne  
Hurnevich, David  
LaLonde, Pamela

Makus, Carole  
Riley, Nancy  
Wicklas, Joan  
Williams, Rebecca

**11,000 Hours**  
Rogale, Eugenia

**10,000 Hours**  
Counselman, Gloria

**9,000 Hours**  
Counselman, George

**7,000 Hours**  
Kauffman, Michaeline

**4,000 Hours**  
Malak, Beth  
Walsh, Joanne

**3,000 Hours**  
French, Cinda  
Hanosek, Joan  
Patterson, Lena  
Schneider, Betty

**2,000 Hours**  
Campana, Patrick  
Fitzgerald, Patrick  
Flood, Ralph  
Giannuzzi, Sandra  
Montgomery, Beckie  
Paravano, Billie  
Remsiewicz, Stanley  
Stein, Diane Marie  
Verhagen, Judy  
Wilkinson, Karen

**1,000 Hours**  
Daviaux, Madeline  
Ferry, Viola  
Funk, Jacqueline  
Gardner, Sylvia  
Graham, Jeannie  
Gray, Sarah  
Hinkel, Donna  
Hoey, Kathleen  
McCloskey, Gail  
Murphy, Joseph  
Patella, Paul  
Sarno, Michael  
Thee, Richard

**500 Hours**  
Bohland, Phil  
Caswell, Fran  
Conover, Bob  
Deshaw, Vicki  
Dillard, Jack  
Greene, Louise H.  
Halls, Linda  
Hilleary, Barbara Ann  
Lillis, Jeanne  
Loftus, Mary  
Newhart, Lucille June  
Pepper, Stephen  
Satterfield, Maria  
Unger, Thomas  
Zielenks, Marie

**300 Hours**  
Burritt, Thomas  
Chinn, John T. (Buck)  
Coviello, Ted  
Duple, Tyger  
Evanoski, Anita  
Evenski, Joan  
Knobel, Toba  
Kometric, Rick  
Lyons, Dorothy  
Mosey, Loretta  
Newton, Krista  
Pandolfi, Jean M  
Reineohl, Chris  
Ringer, Nancy  
Robertson, Freddy  
Schreiber, Lauri  
Shimpeno, Tina  
Staats, Mary  
Swain, Linda  
Torres-Lopez, Socorro M.  
Turner, Barbara  
Wilcox, Jane

**100 Hours**  
Albion, Wayne  
Bellino, Donna  
Bradford, Kyle  
Brownell, Donna  
Bussey, Alejandra  
Clark, Priscilla  
Couillard, Norman  
Daniber, Gerrie  
Dickinson, Edward  
Dolcharran, Jankie  
Domenick, Dick  
Dowling, Mary Anne  
Eliosoff, Lorne  
Farino, Teresa  
Fulk, Lynnette  
Greiner, Winifred  
Harmat, Patty  
Jacobsen, Brenda  
Latter, Diane  
Mauldin, Margie  
McCarthy, Lola  
McCormack, Cheryl  
McGinnis, Suzi  
Meyer, Dorothy  
Miller, James  
Sawicki, Deborah  
Simmons, Jane  
Smith, Sandi  
Smith, Wendy  
Theisen, Kathy  
Tunison, Patti  
Wolford, Brenda  
Wright, Lizzie

**2019 4th Quarter Milestone Hours**

**Kudos**  
Wonderful Team Provides Care

“To Curt, Jewel, Sandy, and all of the wonderful staff members at The Villages Regional Hospital who were so wonderful to my wife, Martha during a very stressful time for us when she broke her hip. Thank you to all!”

**DECEMBER 2019**

Alexander, Edward (Ted)  
Botkin, Bradley  
Brosteau, Thomas  
Clemintone, Thomas Sr.  
Elisoff, Lorne  
Hurnevich, David  
LaLonde, Pamela

Makus, Carole  
Riley, Nancy  
Wicklas, Joan  
Williams, Rebecca
Miles Stack Up for Dedicated Drivers!

We actually don’t know how many miles these four shuttle drivers have traveled carrying visitors, patients and staff to and from the hospital, but thus far they have 50.6 years of combined service with 9,640 combined service hours. All have been drivers for more than 10 years.

Why have they been so faithful? They all agree it is a lot of fun, they enjoy meeting and greeting people, and felt it is a worthwhile opportunity to help.

In their “other lives” their careers were very different. Milt was a high school teacher for 30 years. Bill was a computer programmer with the Navy. Bob was an accountant in a manufacturing plant, making sure all the employees got paid. Jack worked at a prison for the Department of Justice. Obviously, each of them held positions of responsibility and commitment which carried over to their long-term, reliable history in TVRH Transportation area. The real surprise for them was they learned by working on this article that all four of them came to The Villages from Pennsylvania and none of them knew that! Maybe we should contact the Pennsylvania club for more drivers ...

The Outside Transportation Chair Keith Bonn says, “I really appreciate their commitment as well as all the other drivers for making our shuttle service the best.”
When you receive an email from the Auxiliary office DO NOT JUNK or UNSUBSCRIBE IT even if the topic is of no interest to you. JUST TRASH IT!

We know that not all emails from the Auxiliary will pertain to YOU. BUT, there are many that will!

So, if you unsubscribe or send it to “Junk” you could miss IMPORTANT information in the future! Such as:

- The Hummingbird Hospital Christmas Gift Announcement (Hams & Turkeys)
- Notice of Auxiliary Luncheon
- Temporary changes and Directives concerning Construction and Renovations
- Announcements Regarding Coupons, Discounts, Free Tickets for Volunteers
- IF you accidently unsubscribe or you “Junk” it and are not receiving notices your fellow volunteers know about … please call the Auxiliary Office 352-751-8061.

They cannot just reconnect you, but they will help you get it done.

Elisabeth Ngo, who is a volunteer at The Villages Regional Hospital, and some friends wanted to start a club. They wanted it to be service oriented for both the environmental and people. So they named it “One World Service Club.” There are 15 members now in their club and all attend The Villages Charter High School. For their first project they are working along with others in the cleanup of Lake Griffin.

When the holidays drew close they decided they wanted to do something to bring a smile to people and Elisabeth suggested the patients and staff at TVRH. She contacted Gloria Counselman, who suggested they focus on the departments and floors. On Christmas Eve, they bought Godiva chocolates and their own handmade cards. Gloria met four of the club members who then delivered the chocolates and an accompanying card to the nurse’s stations around the hospital who shared them around the floor as well as ER and ASU. Thank you for choosing TVRH as a Christmas project in 2019.

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**Jolly Good Visit**

_Santa Claus visited The Villages Regional Hospital during the week of Dec. 17 spreading good cheer to all._
Merriment Abounds at Time at YOTS

During the holidays, the volunteers at Ye Olde Thrift Shoppe really get into the spirit of the season, to the delight of the customers.

Kathy & Jim Berlin. Doesn’t this kind of make you wonder where Jim does his shopping?

Betty Holbrook, Nancy Cummings and Beth Malak are showing off their good hair days.

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.

Nursing Care Shines at TVRH

“I want to commend staff members at The Villages Regional Hospital. I was admitted through the ER and the nurses and medical staff were professional and friendly. What a treat to have a private room. Nurse Kimberly and CNA Chris took a genuine interest in my health and feelings. Nurse Sheri and CNA Latonia were fantastic, taking the time to explain everything and answer my questions. I also want to thank night nurses and CNAs Kathy, Eduardo, Ashley, Kim, Angie, Tracie and Brooke. All went above and beyond.

Nicole Cardiello spent time asking my opinion of the nursing staff and seemed very qualified, knowledgeable and friendly. Also, my meals were terrific!”
Our Mission
To raise funds and create awareness of the services which our hospital provides to maintain and improve the quality of patient care.
Nomination Form

Nomination Form

Deadline-March 1
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.

Nominations may be from volunteers, staff, visitors, or patients

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?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Use additional sheets of paper if necessary