The Gala raises money that the Auxiliary Foundation uses to improve The Villages® Hospital with both equipment and scholarships. Each year dozens of volunteers start working in early Spring on the solicitation of sponsors, donation of items for both the silent and live auctions, overall theme and decorations.

This year the theme was **2020 What Do You See?**, which provided the opportunity to look back at all the accomplishments achieved from the partnership between the local community and our Auxiliary.

This was the 14th Gala for our hospital and once again members of our local medical groups and key businesses turned out in their finery for fun, feasting, dancing and, most important, to support our hospital.

**Auxiliary Volunteers Help Make the Gala a Success**
Update From Lou, 
Our Volunteer Coordinator

The most important thing is to try and inspire people so they can be great in whatever they want to do.  
– Kobe Bryant

Another Successful Gala
This year is flying by for me. February was very busy with the Gala on Feb. 9 and it was very successful, netting $375,000 for the Foundation to support the hospital. (There is more on the Gala in this newsletter.) The dining room looked stunning and the silent auction was fabulously arranged by Nancy Cummings and Beth Malak. We had over 75 volunteers working that night, and they were kept busy providing security over the silent auction, greeting guests and fulfilling the invoices from the silent auction sales. My thanks go to each of them for their dedication to the Auxiliary Foundation.

Grand Reopening
On Feb. 27, we had a ribbon cutting for the Grand Reopening of the hospital Gift Gallery. The shop looks great with lots of interesting items. Thanks to Joe LaLonde for his hard work making certain the new products were displayed appropriately and that everything was ready for the ribbon cutting. Our sales should certainly increase when people see all the unique items we have. (Pictures of the new Gift Gallery appear later in this issue.)

An Adventure to Shands
On Feb. 19, Jeannie Rogale and I made a trip to Shands Hospital in Gainesville to meet with their volunteer management team. It was a very productive meeting during which we each shared information on how we operate. They are in a different world than we are for two reasons; their hospital is about three times bigger than ours and they have 3,500 volunteers working in their program each year. Over 96 percent of their volunteers are students from the University of Florida. They have only about 150 adult volunteers. It was a very welcoming meeting and I'm looking forward to learning more about their operations, policies, procedures, etc. They want to learn more about our operations too. I've invited them to come visit us but they haven't set a date yet. I'm eager to show them what you all do here as I'm very proud of you and your accomplishments.

In-Service Meetings
In-service meetings are coming up in March and it’s important that you attend your department’s meeting. We all need to be current on all requirements of our positions and any new policies and procedures. Also in April we have our Appreciation Lunches for all volunteers and they will again be held at Katie Belle’s. Watch for the announcement of the dates!

Our Volunteer Count Status
On Feb. 27, we had 980 volunteers, but still have over 120 open four-hour shifts. In January all of you contributed 13,493 hours of service. Our need for more volunteers continues so please keep that in mind when you are talking with family, friends, acquaintances, etc., and invite them to volunteer with you.

It is a real pleasure for me to work with each of you. Thank you for your commitment and compassion!
Jeannie Rogale, Our President

FUNDAMENTALS OF PATIENT COMMUNICATION

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

**Acknowledge**
Whether you acknowledge patients and guests by name or with a friendly smile, they know that you have connected with them. Acknowledgement 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 nonverbal ways of acknowledging a patient or family member. Anticipate their questions or needs.

**Introduce Yourself**
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 ...”.

**Duration**
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.”

**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 his or her 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

---

Where did February go? I cannot believe we are in our third month of the new year. We just finished celebrating the holidays!

I am sure you heard our Hearts for Our Hospital Gala was a huge success. Many hours and months of planning went into this affair. Kudos to all the volunteers who worked it. You can see more about it in this issue.

As I was reviewing our Membership Handbook I came across “Auxiliary Responsibilities,” and I thought I would share a few with you.

**DEPENDABLE**
Please be prompt when scheduled for your shift. The previous volunteer is waiting for you.

**RELIABLE**
If you are unable to work your scheduled volunteer shift, please try to get a sub or call your chairperson and let him or her know.

**FORTHCOMING**
Let us know how you feel about your volunteer experience and give constructive suggestions for improvement. Remember, we are a team and we want to hear from you.

**CONFIDENTIALITY**
As we all know, confidentiality is very important. Please remember what you see and hear stays in the hospital, and please do not share with other volunteers.

**POSITIVE**
Remember, a smile is contagious. Be positive and cheerful and serve as a goodwill ambassador to the community.

---

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

MAKE A NOTE ON YOUR CALENDAR BIRTHDAY MONTH TO REMIND YOURSELF.

---

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

**For NEW VOLUNTEERS**
Tuesday: MARCH 3, 17 and 31 • 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.

---

Well, my friends, have a good month. Happy St. Patrick’s Day to all of you and keep smiling.
Free-Standing Emergency Room Near Brownwood Opens for Business

After a super busy week the new Free-Standing Emergency Room near Brownwood is open and running well, reports Ralph Flood, chairman of the volunteers in the treatment rooms.

Four patients received care on Feb. 3, the first day, and this number was up to 32 patients seen on day seven. The facility is now averaging 29 patients per day, including the first day. Patients of all age ranges are being treated, and transfers are happening in a timely fashion with the goal being under 120 minutes.

The direct bedding process has been a huge success. The patient gets registered at the front desk and is then taken directly to a bed where the triage and care process begins.

Gloria and George Counselman are chairs of the waiting room and also have recruited volunteers and trained volunteers for the waiting room. At this time because of the direct bedding process the waiting room is not very busy. The volunteers have been asked to come to the main hospital to work until the volume of patients and the processes have time to mature.

Jane Simmons, a Thursday morning volunteer at the hospital, also volunteers Tuesday mornings at the new ER.

“I couldn’t consider leaving the hospital because of the comaraderies I formed there,” she said. “I like being busy and giving back so I added another day.”

Christina Roush, a retired registered nurse, is a new hospital volunteer who lives in The Village of Charlotte, which is closer to the new ER. “It’s so much fun here because there’s no stress for me,” she said.

Jane and Christina said they see most patients coming in from 10-11 a.m. and most are walk-ins rather than ambulance patients, although some ambulances have been diverted from a hospital to the new ER to ease crowding.

Shifts are covered with two volunteers. There are two trauma rooms, blanket heaters, a nourishment room and a staff lounge. Radiology rooms and labs are contained in part of the square building for easy access.

– By Peggy Roche, Hummingbird Reporter
The first Friday of February is designated as National Wear Red Day® in the United States. The “Go Red for Women” movement was started 16 years ago by the American Heart Association to raise awareness of the impact heart disease has on women. Heart disease takes more lives of women than ALL cancers combined. It is the leading killer for women.

UF Health Central Florida partnered with the American Heart Association to offer a free educational event called “Breakfast in Red.” The event attracted more than 300 women from local communities to hear more about how to reduce their risk of cardiovascular disease.

Clockwise from left, Shelly Scarbrough, Jeannie Rogale, Vickie DeShaw, Addy Ramos-Krebs, Darlene and Bob Briest, Mike Kauffman, Rena Marchand, Eda Oteri and Gail McCloskey.

The Dining Room Was Stunning

The tables at the Gala were draped with white tablecloths, white napkins, and clear plastic (crystal) centerpieces with three large lilies intertwined within the centerpiece. Some centerpieces had white lights in them. There were clear Plexiglas/crystal-looking chairs and the walls were hung with white draperies.
The Gift Gallery Gets a Makeover

**Congratulations**

to Joe LaLonde, Gift Galley chair, and all of his volunteer team for the beautiful makeover of the Gift Gallery.

If you missed the opening, be sure to stop in and see the changes and added variety of gifts available.

Joe LaLonde recently became the chair of the Gift Gallery.

Dotty Horrmann (left) and Winifred Greiner are excited about the gallery’s new products.

---

**All That Glitters Lobby Sale**

UF Health The Villages® Hospital hosted the All That Glitters sale Feb. 12 and 13. The sale included Italian sterling silver jewelry, watches, sunglasses, handbags and more. Proceeds from the sale will benefit the UF Health The Villages® Hospital Auxiliary Foundation.
Balloon assembly sends workers to the hall.

The Gala May Be Hard Work, But the Comaradery and Fun Are Worth It

Cathy Fitzgerald (left) and Peggy Mills enjoy helping at the Gala.

Anne Graham, Nancy Cummings, Harriet Yaeger, Beth Malak, Ron Pfeffer and Curt Kroll line up for a photo.

Jim Cummings and Norma Cyr volunteered at the auction tables.

The security control team (from left) are Beckie Montgomery, Bill Challenger, Pete Paisley, Paul Patella, Tom Hollister and Tom Rohan, all drivers for our outside Shuttle Service. They are ready to protect all the amazing raffle items. The glasses seem to indicate the seriousness of their service.
Environmental Services = Clean and Sterile

Keeping our hospital clean and sterile is the responsibility of Don Firestone, who has served as director of the Environmental Services department for the past nine years and has worked in that field since 2003.

Toward that goal, each night the Xenex UV robots are run in every bathroom and in all rooms where invasive procedures are performed. The Foundation has purchased these machines and plans to purchase more in the future.

Linen services is also under Don’s department. Linen usage is a constant challenge, he said, because he does not want to overstock or waste the linen. Although renting linen versus processing our own is cost-effective, the average rental cost per year averages $66,000. Every piece of linen including scrubs is barcoded. Each piece costs $1 to rent with a $10 per piece loss charge and if not returned within 90 days there is an additional $10 charge. One piece of linen that is not returned costs $21! Damaged linen, which is placed in blue or green bags, will be replaced.

Don shared an interesting technology used for scanning the barcoded linen. He has been able to recover as many as 365 pieces of linen in one area through the use of a wand and pad, showing some missing pieces that had been stored for over 190 days. He can use this scanning technology without opening a locker or cabinet.

Chair In-Service Training

You might not have thought about it, but the chair for your department must attend an in-service training session every year just like you do. This year 30 of the department chairs showed up on March 26 for their three-hour session. Just like in your session we covered the mandatory hospital reviews, read and signed our service descriptions, and checked our profiles for accuracy. The rest of the session was spent discussing ideas to make the departments more effective.

All the handouts for the In-Service sessions are printed and organized by Mike Kauffman (in photo at left) and her department.

“I want to express my deep appreciation for the wonderful care I received at your facility during my recent hospitalization. I was admitted to UF Health The Villages® Hospital for a heart attack. I was diagnosed expediently and treated with the utmost care and professionalism. The entire staff in the cath lab was outstanding. The attending RNs (Tommy and Brian) went above and beyond to look after me. They returned to my room after completing a long shift to be certain there were no complications. As a former administrator, I am well aware that individuals find the time to complain but very few credit outstanding performances. The quality care I received from the entire staff was only surpassed by their thoughtfulness and compassion.”
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.

Since the start, Ye Olde Thrift Shoppe vol-
unteers have volunteered to also help with
the Hearts for Our Hospital galas. This has
included almost everything—donating
items for sale, loaning items for staging the
silent auction room, helping with check-
out, providing manpower for setup of the
silent auction room and staffing the silent
auction room—just to name a few of the
ways they’ve helped.

For the past four years, Nancy Cummings
and Beth Malak have headed the efforts for
the staging, setup and staffing of the silent
auction room. They work all year to save
items that will attract the attention of bid-
ders and help entice them to bid. They also
organize all the volunteers working in the
silent auction room.

This year more than 30 volunteers from
Ye Olde Thrift Shoppe worked the event.
Because of the tight schedule, we never were
to be able to get them all in one photo!

Standing from left are Valerie Smith, Nancy
Cummings, Pam LaLonde, Rena Marchand, Bev
Gaumer, Kathy Berlin, Harriet Yeager, Cindy
Malacky, Norma Cyr, Tina Morgan, Billie Paravano
and Judy Brooks. Kneeling are Beth Malak (left) and
Janice Bambara.

Missing are: Jim Berlin, Donna Boland, Jim Brooks,
Jim Cummings, Tom Feenaghty, Terry Fiorito, Anne
Graham, Jeanie Hendrix, Ann Kroll, Curt Kroll, Joe
LaLonde, Christine Moore, Nancy Pfeffer, Ron Pfeffer
and Judy Watts.

Kudos to Beth Malak (left) and Nancy Cummings for once
again doing an incredible job with staging, setup and staffing
of the silent auction room at the 14th annual Gala.
The two photos show some of the clever staging done by the silent auction team.

Gala Silent Auction

Gala musician, Jon Saxx’s story
Jon Saxx’s passion for music and the harmonious sounds of the saxophone, began in preteen years. His talents began to evolve in college by listening to jazz, and after four years of being an engineer with Johnson & Johnson, he transitioned into the musician that he is today, entertaining thousands. His trademark is fancy three-piece suits and a hat. He includes his audience in his performance, as he roams the event playing the saxophone. He was a great hit at the Gala.

Bev Gaumer (left) and Ann Kroll clapped to the beat of the music.
Jeanie Hendrix (enter) and Judy Brooks enjoy the musician.

Pam LaLonde (left) and Valerie Smith admire the puppy that was part of the live auction.
UF Health Central Florida announced that Lorraine Brown, MSN, RN, NE-BC, has accepted the interim role of vice president, chief clinical officer and site administrator at UF Health The Villages® Hospital. Lorraine has been serving UF Health Leesburg Hospital as administrative director of nursing since 2017.

Lorraine’s credentials include over 23 years of progressive nursing leadership experience and a proven track record of working closely with interdisciplinary teams to improve patient experience and optimize patient flows.

**Interim Vice President, Chief Clinical**

**Director of Medical**

UF Health Central Florida welcomes Penny Ettinger, director of medical at UF Health The Villages® Hospital. Penny joined the team in January. She brings to the job 30-plus years of nursing experience.

Penny worked for Advent Health Ocala for 20 years before accepting her new position. She holds a bachelor’s degree in nursing from the University of Texas at El Paso, a master’s degree in business administration from Webster University, and a master’s degree in nursing from the University of West Florida. She is currently studying for the Certified Nurse Executive exam.

Penny said she is pleased to be part of the UF Health Central Florida team. She enjoys spending time with her grown children and dancing like no one is watching!
What Does ASU Do?

Come along as LuAnn Schiff visits our hospital’s busy Advanced Surgery Unit. LuAnn, a volunteer in the Intensive Care Unit, is preparing for shoulder surgery.

ASU consists of approximately 28 rooms, split between scheduled pre-op patients and post-op patients. The primary duty of ASU volunteers is to ensure that each patient has a clean room by sanitizing everything, including anything a person might touch. This is, of course, done wearing sanitary disposable gloves.

In pre-op rooms after a patient leaves for surgery, volunteers clean and set up the room for a new patient. In post-op, after a patient is discharged, volunteers sanitize the room, and the bed is moved to a separate workstation where it is fully sanitized, then remade and returned for the next patient.

Regina Clymans said she enjoys volunteering in ASU because it is usually quite busy and time flies by.

The Friday afternoon duo of Stephanie DeBelis and Fran Caswell work well together. They said they enjoy what they do and have learned a lot about surgeries and helping the waiting family and friends. Stephanie has volunteered in the same position for nine years and Mary has been an ASU volunteer for over two years. They both are good at keeping patients relaxed and entertained during the necessary presurgery steps.

(Continued on Page 13)

Recognizing the Signs of Stroke

Can you recognize the signs of stroke? Utilize this simple phrase when you see the signs.

- Balance Loss
- Eyesight Loss
- Facial Drooping
- Arm Weakness
- Speech Difficulty
- Time to Call 911
This and That

Brightening the Ride

Patti Tunison shared a story that occurred recently. On a dreary day, she commented to her riders about the day being so gloomy. One of her passengers started to sing "You Are My Sunshine" and the rest of the riders chimed in. Then suddenly, the sun came out. Patti shared the story with the next set of passengers and they started to sing it as well. What a great way to perk up spirits on a gloomy day.

What Does ASU Do? (Continued from Page 12)

Amy Davidson, a registered nurse, preps patients for surgery and tells them what to expect along the way. She might be assisted by a surgery tech such as Tina Laracuente (left).

Amy Davidson, registered nurse, praised the volunteers. They make the work much easier and less stressful, she said. She is also impressed by the number of volunteers compared to where she has previously worked. Amy and Tina have amazing personalities that can keep the patient distracted and entertained while being connected to gadgets necessary for surgery.

It is important that the patient comes through the experience with a positive outlook and no reason to return for the same surgery.

Pat Williams arrives the day after surgery to check on LuAnn.

Myra Elacoft, a therapist, arrives to check the bandages and show LuAnn and her caregiver how the sling should be worn, and how to shower and handle other personal challenges.

ASU is in need of more volunteers, especially on Tuesday, Thursday and Friday afternoons. The shifts are 8 a.m. to noon and noon to 4 p.m. If you’re interested in learning more, contact Ted Covellio at 315-323-1766 or tcov@stlawu.edu.
Anniversary Pins 
as of 2-29-2020

15 Year Pin
Starnes, Steff

10 Year Pin
Arman, Patricia
Cull, Vonnie
Greenfield, Kathy
Nowak, Mary
Valentine, Sara
Van Slyke, Sandra

5 Year Pin
Ashwell, Donald
Barnes, Daniel
Bibas, John
Brecht, Barbara
Brosteau, Bonnie
Brown, Diane
Bushman, Pamela K.
Campana, Patrick
Cappi, Dorothy
Cashman, Jackie
Clifford, Rita
Coffee, Bonnie B.
Costello, Margy
Craiglow, Robert
Curry, Scott
Cussen, Ina M.
Cyr, Norma J.
Davie, Dick
DiMare, Ruth Ann
Dobson, Sandra
Dolan, Skip
Fariello, Ann M.
Flynn, Carole L.
Graham, Jeannie
Haley, Jody
Isaacson, Joyce
Johnson, Margaret S.
Lash, Martha
Leggiero, Trini
Mahoney, Gail
Matza, Susan J.
Morgan, Tin
Pan, Pauline C.
Phillips, Dennis A.
Phillips, Jackie R.
Rohan, Tom
Sampson, Jackie
Shea, Diane
Sheehan, Judith
Spencer-Strong, William
Weimert, Roy C.
Weiner, Marty
Zonin, Sandy J.

3 Year Pin
Baden, Jerry
Bassett, Janet
Bassett, Bob
Benjamin, Kathleen
Benn, John
Bohland, Gwen
Brooks, James
Brooks, Bob
Castelli, Rachel
Coomer, Marcia
Damato, Giny
Durant, Patricia M.
Ellerbroek, Patsy
Enright, Nancy
Evanski, Anita
Flood, Ralph
Franklin, Kris
Fuller, Sam
Funk, Jacqueline
Gaffney, Lorraine
Garten, Emily
Gigante, Ginny
Grusenski, Katherine
Jackman, JoAnn
Kraemer, Georgia
Lauer, Sandra
Loftus, Mary
Majer, Patti
Matekanski, Jack
Matekanski, Joanne
McVeigh III, Thomas
Moore, Christine
Murray, Jerry
Murray, Rhoda
Nelson, David M.
Oberte, Nancy
Oliver, Judith
Padden, Nancy
Paden, Suzanne
Patella, Paul
Pittelli, Susan
Ringer, Nancy
Rowen, Bonnie
Sawyer, Patricia
Siano, Beverly

Auxiliary Names New Honorary Members

At the February meeting of the Auxiliary Executive Committee, the following volunteers were named Honorary Members for 2020: June Brandeberry, Jo Ann Earley, Lynn Fulci, Nancy Gulemi, Barbara Kelly, David Miller, Armel Nutter, Mary O’Donnell, Sara Pietrantoni, Jane Rackowski, Judy Robbins, Maryann Rockwell, Natalie Neufelder, Patricia Nitto, Billie Smith and Diane Smith. Auxiliary President Jeannie Rogale presented the names. A motion was made by Rena Marchand to accept the volunteers as honorary members, a vote was taken and all were accepted.

"I had the pleasure of being taken care of by Sonya Davis in Respiratory Therapy at UF Health The Villages® Hospital. She is a wonderful person. I was very nervous about having arterial blood gas done and she could not have been any nicer. An employee like her is a great asset to your hospital!"
UF Health The Villages® Hospital Auxiliary Foundation invites you to join us for the inaugural

HEARTS FOR OUR HOSPITAL
5K/10K FUN
RUN & WALK

Saturday, April 25, 2020
The Villages® Polo Field
703 N. Buena Vista Boulevard in The Villages®

Registration begins at 6:30 a.m.  Run / Walk begins at 8 a.m.

Event Features
♦ Timed-event with awards presented to the top three overall finishers in each experience.
♦ All participants will receive a medal.
♦ A light breakfast and snacks will be provided.
♦ Rest stops are available throughout the route.
♦ Participants and guests are invited to participate in the onsite health fair featuring various vendors, healthcare providers, and Heart Saver CPR demonstrations.
♦ Take advantage of early registration discounts until April 1. Onsite registration will also be available.
♦ Participants may pick up registration packets beginning Friday, April 24 at the Auxiliary Foundation Office.

To register online visit: Runsignup.com/Race/FL/TheVillagesHeartsForOurHospital5K10KFunRunWalk

For questions or more information, call the Auxiliary Foundation Office at (352) 751-8871 or email Deidre Rosemond at drosemond@centflhealth.org.
Our Mission
To raise funds and create awareness of the services which our hospital provides to maintain and improve the quality of patient care.