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- Volunteers Share Stories
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Basket-Carrying Volunteer Gives and Gets

Easter bunnies come in all sizes and shapes. Most of them carry an Easter basket filled with eggs, candy and stuffed animals. What better way to spread happiness and joy to children of all ages?

A few years ago I became involved as the Easter Bunny. I am over 6 feet tall and thought that my size might be a little scary. Well, NOT! On that Easter Sunday, the opportunity presented itself to participate in an Easter egg hunt at the church for children from 6 months to 10 years old.

What an experience it was helping them hunt for eggs, letting them pick items from my Easter basket, or just having them sit in the Easter Bunny’s lap!

Following the hunt at church, it was off to the hospital to visit with those who could not be home. While I was walking the halls, recognition of the Easter Bunny was clear, along with the broad smiles.

Finally it was off to the Rehabilitation Center, just one more stop making sure that everyone was visited by the Easter Bunny.

The thing that made the entire day worthwhile was meeting a lady who spoke only French. She had no one to talk to until... this 6-foot Easter Bunny spoke to her—in French—and gave her a stuffed bunny. Her eyes and smile lit up the room but better still filled the Bunny’s heart.

Volunteers give of themselves to bring a few moments of pleasure and joy to others. While some may think this a sacrifice, it is not. The fulfillment received by volunteering stays in your heart forever.

~ By W. Roger Akers
Update From Lou,  
Our Volunteer Coordinator

Life isn’t about waiting for the storm to pass, it’s about learning how to dance in the rain.

– Vivian Greene

With this unusual situation right now, the above statement is a good lesson for us. It is so different at the hospital without the volunteers. You are missed! I’m hopeful that things will be back to normal in a few weeks.

One of our volunteers wrote a note on the back of their survey from taking the ARCE test. They said, “I count my blessings every Tuesday on the way home from the hospital.” Seeing what others are going through really makes us appreciate what we have.

We had a successful lobby sale by “Jesse’s Girl” on March 16 and 17, and the Auxiliary Foundation made almost $1,000 from it. The next sale is April 16 and 17, and the vendor is “Linens and More.” Obviously this sale will happen only if things are opening up by then.

Although our appreciation luncheons are canceled for a while, we will announce the annual award recipients in the May issue of The Hummingbird.

We were at 973 volunteers as of March 19 when we suspended activity, and the hours of service for March will definitely be less than half the norm. We still have over 120 open four-hour shifts. While it would be a significant milestone to hit 1,000 volunteers, my main objective is to increase the number of hours our volunteers provide to the hospital.

Although you may not be present physically, I will do my best to keep you informed with periodic updates.

For now, here are a few reminders:

• Remember to wash your hands often.
• Practice “social distancing” during this challenging time.
• Do something kind for a neighbor.
• Be thankful for all you have.
• And say a prayer for those who are impacted by the virus!

(Submitted by Joan Hanosek)

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.

WEB SITE
https://www.thevillagesregionalhospital.org
FUNDAMENTALS OF PATIENT COMMUNICATION

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

Acknowledgement
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

What's Your Elevator Speech?
You're standing at the gas pump in your uniform on your way to volunteer and the person on the opposite side of the pump nods and then asks, “What restaurant do you work at?”

“Oh,” you quickly reply, “I don’t work at a restaurant. I volunteer at our hospital in Outside Transportation. We pick up visitors in the golf carts and take them to or from the parking lot. It’s my way of giving back and I get to meet lots of interesting visitors.”

You have just given an “Elevator Speech.” The objective is to share your volunteer story in a short amount of time— the time you might spend riding an elevator—20 to 30 seconds.

Nancy Cummings, who is on the Steering Committee at Ye Olde Thrift Shoppe and co-chairs the Gala Silent Auction, shared the concept of having an Elevator Speech as part of the annual in-service sessions for the Department Chairs. This was something she learned at the Rollins College Volunteer Management training that she attended last year with Cinda French and Jackie Sampson.

The Elevator Speech needs to:
• Be Brief—you are planting a seed not “closing the sale” so don’t get bogged down with too many details.
• Be Persuasive—why do you want to tell the person this? What is the benefit for you or for the hospital?
• Spark Interest—get the person to want to hear more. Make the speech “ear-catching.”

Formulate your speech by answering these questions:
• What community need is your program/department addressing?
• What has your organization or program done so far?
• How can a person get involved?
• Why does it matter?

Here is an example of how planning an Elevator Speech might work for Ye Olde Thrift Shoppe:
What community need is your program/department addressing?
• Generate money to purchase equipment for our hospital.
• Keep items out of landfill—aid in reuse/recycling.
• Provide items at lower costs to help stretch budgets.

What has your organization or program done so far?
• Helped purchase Xenex germ-zapping robots at $90,000 each.
• Since 2002 the Auxiliary has donated over $1.2 million to our hospital.

(Continues on Page 4)
How can a person get involved?

• Donate items.
• Come shop at the store.
• Volunteer as a pricer, floor staff, cashier, stager, shift leader or repair/maintenance worker.

Why does it matter?

• Our hospital is nonprofit so it helps anyone without regard to insurance, and the money we raise helps buy equipment.
• Being able to purchase nice items at bargain prices helps stretch the budgets of our local shoppers. Over 70 percent of the children at Lady Lake Elementary are eligible for lunch subsidies or free lunches.
• Used clothing alone is estimated to generate 150 million tons of landfill annually by 2050 and by reselling it we can decrease that volume.
• Now of course you can't tell all of these details to a person in 20 to 30 seconds, so you have to pick the facts that resonate for you. Here are some examples:

I volunteer at the hospital Thrift Shoppe—right here in Lady Lake—to help raise money for our nonprofit hospital. Our efforts helped to purchase the germ-zapping Xenex robots that kill germs to reduce healthcare-acquired infections. If you have useable items we would love to have your donations, or just stop by and see our great bargains. In fact I got this blouse there for less than $4.

So what’s in YOUR Elevator Speech?

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**Stress Relief Tips:**

- Get active—physical activity can act as a stress reliever, walking, jogging, and biking.
- Eat healthy—aim to eat a variety of fruits and vegetables that are high in vitamin C.
- Meditate—focus your attention on quieting the stream of anxious and worried thoughts. Instead focus on something peaceful and beautiful.
- Connect with others—While maintaining social distancing, you can still connect with others through video chats and telephone calls.
- Try Yoga or Tai-Chi—slow gentle movements with controlled-breathing may help you achieve peacefulness of both your body and mind.
- Get enough sleep—the quality and amount of sleep you get can boost your immune system, affect your mood, energy level, concentration and overall functioning.
- Keep a journal—writing down thoughts can help deal with stress by not containing emotions.

**On behalf of the emergency department (ED) volunteers, George and Gloria Counselman, co-chairs of the ED sent the following message to ED staff...**

While our volunteers are gone, we will be thinking about all of you and want you to know how much.

Well, it’s 5 p.m. on Thursday and all volunteers are officially offsite. We miss you guys already. You are on the front line of the leading edge with this new virus and you are first in our hearts at this important time. We wish we could continue to work at your side. Please know that you will be in our thoughts and prayers as this situation continues to evolve and finally abates. As a team you will make a great difference as UF Health The Villages® Hospital continues to care for those who need you most. We look forward to the day that things return to normal and we can rejoin you.

Our wish from all of the waiting room volunteers is that you take care of yourselves and each other, be strong and stay well. We will be back soon. AND remember these words:

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M – I – C
See you real soon!
K – E – Y
Why? Because we like you!!
M – O – U – S – E
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**Leadership Update**

UF Health Central Florida is pleased to welcome Nancy Hernandez as the new corporate director of Clinical Education for UF Health Leesburg Hospital and UF Health The Villages® Hospital.

Dr. Nancy Hernandez, DNP, BSN, RN, comes to our organization from Hartford, Connecticut. Her 36 years of professional experience include a specialty in clinical education and critical care. She has been a national speaker on sepsis.

Please welcome Nancy to the team.

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**A Message From Lorraine Brown, Interim Chief Clinical Officer for UF Health The Villages® Hospital**

Please share my thanks and appreciation for the work of our volunteers. Every one of them is such a valuable addition to our work at UF Health The Villages® Hospital, and we will miss their presence in the building during this time. What is most important is that they stay safe and healthy.
When asked if I would like to send a note to my Auxiliary family, my first reaction was, “I’m not a writer”... but as I thought about it, what better way to communicate with you all since we are mostly “stuck at home.”

I have been catching up with emails to friends and family outside of Florida, been reading more, trying not to watch too much TV, thinking about starting a cross-stitch project (been a long time!), cleaning house, closets (ugh), and trying not to get too bored.

My husband is enjoying me being home – “please fix me a sandwich, what’s for dinner,” etc., etc., etc. I’m really NOT Susie Homemaker! He’s really NOT demanding; he just loves teasing me. But we are getting along fine—no fighting. Together, we’re working on a photo book of our overseas trip last fall.

This morning I listened to a message from a pastor in Cambridge, U.K. He spoke about Psalm 46. Verse 1 says, “God is our refuge and strength, an ever present help in times of trouble.” Verse 7 says, “The Lord Almighty is with us, the God of Jacob is our fortress.”

I know sometimes that is hard to realize as we are faced with self-quarantining and listening to all of the news reports during the COVID-19 pandemic. And I’m not trying to force religion on anyone, but I do have faith.

I saw in the paper today that over 100 years ago the Spanish flu epidemic killed an estimated 50 million people worldwide. I never thought I would see anything like this in my lifetime and hoped not in my children’s either. One hundred years of scientific discoveries and knowledge, and here we are again.

Staying safe and healthy is OUR top priority at this time. We all may be getting bored, but I’m confident that “this too shall pass” and we’ll all be back at our hospital, at our new emergency department near Brownwood, and at Ye Olde Thrift Shoppe preparing for our expansion, excited about our new building and helping our community.

So, I wish everyone good health and can’t wait to see all of you REALLY SOON.

Friends are the sunshine of life.
– John Hay, American statesman 1838-1905

~By Beth Malak
Chair of Ye Olde Thrift Shoppe

Keep smiling!

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.
On March 20, a Daily Sun newspaper article showcased the variety of local volunteering opportunities and the high level of participation by Villagers. Ye Olde Thrift Shoppe was featured as an example of resale businesses.

Proceeds from the Shoppe go to UF Health The Villages Hospital to help purchase medical equipment and provide scholarships in the medical field. Recent items purchased include the SimMan®, a mannequin that can be programmed to exhibit certain symptoms and potential health complications. It is used to train hospital staff. A few years ago, the funds were used to provide Xenex robots that zap germs using pulsed xenon ultraviolet light.

The Shoppe also provides high quality items at bargain prices to help the community stretch their budgets. Another benefit is recycling and reusing items instead of having them go to landfill.

There are currently over 200 volunteers who work at YOTS some of whom, like Pat Wesolowski and Shirley Teague, have been there since before the store opened. After more than a decade the other volunteers have become “family” and many of the shifts have informal lunches or even holiday parties together.

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**Keeping Occupied ...**

It’s a well-known fact that William Shakespeare and Isaac Newton had some of their biggest breakthroughs during times of quarantine while England was ravaged by the plague. Obviously, they didn’t have childcare responsibilities. Neither do the majority of us who live here in The Villages. “So,” I thought, “now is the time to get creative.”

So far, I’ve done four laundries, washed my hands, scoured the kitchen, cleaned out some closets, washed my hands, stared at the walls and out the windows, watched too much television, washed my hands, read Sharon Sala novels, a little singing and strumming, washed my hands, and then it’s back to more dusting and cleaning and finding stuff to give away, and the beat goes on.

~By Pam Smothers, a volunteer golf cart driver for Outside Transport
NOT Getting E-mails or the Newsletter From the Auxiliary?

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 and 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.

Diary of a Temporary Homebody

Day 1—This is nice! I can sleep late, watch daytime TV and don’t have to go to the gym and workout.

Day 2—Slept late again then made list of all the things I can do with my “down-time” now that I am not volunteering, playing mah-jongg, swimming or going to lunch with my friends.

Day 3—I think I’m running out of milk, but don’t want to venture out. I can go without milk on my cereal a few days.

Day 4—OK, I tried to go out for milk, eggs and bread but found there is none to be had in the tri-county area! There are no paper towels, wipes, tissues or toilet paper either. Cereal tastes awful with orange juice on it.

Day 5—Had a long video-chat with my family in New England. They are predicting snow again for them tonight. They don’t seem to be bothered by being stuck inside for days unlike us sun-loving Florida residents.

Day 6—Shouldn’t I be working on my list of things to do? Just don’t feel like dealing with any of those things. I’ll take another nap. You know one of the worst parts of this situation is hearing broadcasters talking about “the elderly” and meaning US! No way!

Day 7—Still haven’t changed out of my PJs … seem to remember showering sometime last week and my teeth feel fuzzy—wonder if that is a symptom of the virus–fuzzy teeth?

Day 8—What! No mail on Sunday? But that was my only foray into the world–now what am I going to do today? Wait, I know, a nap.

Day 9—Is it unreasonable to have spent 10 straight hours playing Minecraft online? I did shower, brush my teeth and even changed my PJs.

Day 10—I’m tired of cooking three-meals-a-day for the family. Maybe we can get a Bob Evans delivery for breakfast, Koyame pick-up for lunch, and Chop House delivery for dinner.

Day 11—Sure do miss my co-volunteering friends—amazing how much I looked forward to seeing them every week. Have tried talking to my cats, but they don’t seem to care.

Day 12—Don’t feel like writing a diary anymore … going for another nap.

Day 13—Heard from friends in Texas, Ohio, California and Colorado. It was great to have time to just chat and catch up while we are all staying home. I think I’ll phone a few other friends tomorrow. Maybe this isn’t so bad after all.

This arrangement is on backorder.
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**SPECIAL EVENT PARTNERS**

The Beavenu to Americas of Italian Heritage Club  
The Original Cabaret at Savannah  
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.