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Donation of Our Time Really Adds Up

Independent Sector* is the primary source for state and national data on the value of volunteer time in the United States. The organization has just updated the value of an hour of volunteer time to $24.93, an increase of 89 cents over the previous value of $24.04.

It’s a Valuable donation to the Hospital.

The Auxiliary Foundation now uses this number ($24.93) to calculate the value of the hours donated by our volunteers. Our service is greatly appreciated (and really missed right now) by the UF Health The Villages® Hospital.

Year to date volunteers have served 53,535 hours for a dollar value of $1,334,627.55. Congratulations, volunteers!

*According to its website Independent Sector is the only national membership organization that brings together a diverse community of changemakers at nonprofits, foundations, and corporate giving programs working to strengthen civil society and ensure all people in the United States thrive. The organization advances its mission by fostering a sense of belonging, catalyzing action, and providing policy leadership across the full breadth of the charitable sector.

Learn more at https://independentsector.org/

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And the Winners Are, Part 2

The “prize patrol” was on the move again in July, headed for award winners from Ye Olde Thrift Shoppe. The six award winners were found either at the Shoppe or in one case at a park near The Villages. Check out Page 7 for the photos of the winners.

Loretta Mosely (in photo at right) is surprised to receive the YOTS Rookie Award.
Updates From Lou, Our Volunteer Coordinator, & Jeannie, Our Auxiliary President

“We patience is not the ability to wait but the ability to keep a good attitude while waiting.” ~ Joyce Meyer

We continue to watch the numbers of COVID-19 patients testing positive and those in the hospital to see when we can begin volunteering in the hospital again. Patience is definitely not a virtue of mine.

This is such an unusual time and it seems to me that it will continue this way for quite a while. Even with the volunteering suspended in the hospital we have about 175 volunteers now active in areas outside the hospital. There are about 60 shuttle drivers, 100 Thrift Shoppe volunteers and about 15 volunteers who are assigned to the East Campus in the Foundation office, Auxiliary Office, Human Resources and the Cancer Center.

If you are eager to get back to doing some volunteering and your normal assignment isn’t open, you can contact:
Keith Bonn 352-205-1383 for shuttle driving,
Beth Malak, 405-802-2703 to volunteer at the Thrift Shoppe, or
Jeannie Rogale, 352-205-4767 to volunteer at the Foundation Office at the East Campus.
These areas may have openings and need help. Training would be required.

The ARCE annual testing is taking place very Tuesday from 7:30 to 11:30 a.m. If you had a birthday within the past four months (since we’ve been closed) or have one in August, please plan to get current with your ARCE testing. Response has been very good during the first three Tuesdays that we were open.

Plans are moving along for the new Thrift Shoppe. We are expecting YOTS-1 to be demolished sometime mid to late August. A modular unit will be placed behind YOTS-2 to house the back office tasks: sorting donations, pricing, getting items ready for the floor, an office, a break area and restroom. This modular unit will remain in place until the new building is complete. Items from YOTS-1 will be relocated to YOTS-2 and everything will be rearranged. The Shoppe will continue to be open for business during the construction. The architect’s drawing on what the building will look like when finished is shown on Page 7.

The outpouring of community support for our hospital team has been extraordinary. However, as the pandemic continues, let’s not forget the hospital team working so hard to take care of all the patients. If you are a member of another organization, please remind them that the need continues to recognize and thank those hospital workers.

(Lou & Jeannie Continues on Page 3)
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 communication.

While at the hospital this morning, Lou was very aware of the missing volunteers. Without the volunteers at the front desk, in the Café, in the Gift Gallery, the Day Captains Office and waiting on the elevators, it is very different and very quiet. You are missed very much! But we must practice patience until we can come back. Meanwhile, it’s imperative that you wear a mask when out and about, wash and sanitize your hands frequently and practice social distancing (stay 6 feet away from others).

ARCE testing started in July with over 30 volunteers showing up the first day it was available.
Every other computer has been blocked. The keyboards and answer booklets are being cleaned after each volunteer, and masks are required for all the volunteers. Testing will continue every Tuesday from 7:30 to 11:30 a.m. in the East Campus 3rd floor computer room. This will give volunteers who have had birthdays since February a chance to take their tests and be ready for volunteering.

ARCE volunteer Steff Starnes helps shuttle driver Joe Wray get started taking the computer test as ARCE Chair Doug Terry (standing) does some paperwork.

ARCE testing started in July with over 30 volunteers showing up the first day it was available.

Another Positive Hospital Experience

"My husband was admitted to UF Health The Villages® Hospital in May through the emergency room. He was receiving chemotherapy and was having complications. He spent two weeks on the third floor in the step-down ICU and passed away on June 13.

I want you to know that the nursing staff, technicians, respiratory therapists, physical therapists and even the cleaning personnel could not have been more professional, considerate and kind to us. They attended to his needs, as well as mine, sensing the difficult situation with which we were dealing and explaining every detail of his care and medications. They stood side by side with my sons and me as we made him comfortable."
This & That

Hope Lutheran Church Partners with UF Health The Villages® Hospital Auxiliary Foundation with a donation to the Pandemic Preparedness Fund.

UF Health The Villages® Hospital Auxiliary Foundation has recently established a Pandemic Preparedness Fund to help ensure that the hospital is able to meet the needs of our frontline healthcare workers should we have to deal with another crisis in the future.

In July, The Hummingbird featured three organizations that are partnering with the Foundation and now here is one more.

Pictured from left are Marc MacLean, senior pastor of Hope Lutheran Church; Diane Kupchak, past president of the Church Council and Auxiliary Foundation Board member; Cathy Reardon, Auxiliary Foundation senior development associate; and Kent Hamdorf, president of the Church Council.

NOW IS THE TIME TO DO YOUR ARCE TESTING

Every Tuesday (note reduced hours) from 7:30 until 11:30 a.m.

Come to the East Campus on the 3rd floor to take your mandatory ARCE for 2020.

We have reduced the number of terminals to ensure social distancing and we have wipes and hand sanitizers available.

We want to assure everyone that everything is being done to safeguard you in accordance with the hospital policies.

You MUST wear a mask, use the hand sanitizer, bring your own pen and practice social distancing. Needless to say, if you are not feeling well or have a fever you should wait before coming in.

The testing will be available for anyone whose birthday month fell during the COVID-19 closure as well as all those with August birthdays. Please plan to take the test as soon as possible to be ready for your return to volunteering.

For questions or concerns contact tvrhAuxiliaryOffice.org or call the Auxiliary Office at 352-751-8061.
Editor's note: In July we featured Pam Smothers with a song she wrote. Since then, she has been able to put this song to music and put it on YouTube. Pam is fun and she enjoys writing. We are fortunate to be able to share her gifts with us. Her column follows.

I used to think history was something that happened to other people, but that’s not how it works. Warren Buffet said, “Someone is sitting in the shade today because someone else planted a tree a long time ago.” So, in the long term, today’s woes will shift and develop into something good. In the meantime, we have so much to be grateful for: healthcare, family, friends, pets, grace, mercy, and even ... shuttle drivers.

Pondering this concept one night, I woke up around 2:30 a.m. with the first verse of this song playing inside my head. I know from past experience that when that happens, to get out of bed and write it down because I’ll never remember it by morning.

It was given, not an achievement, and the next two verses came easily at a more decent hour of the day. My hope is that it’ll bring a bit of joy or comedy relief to your day.

~ Air-Hugs, Pam

Volunteer Pam Smothers celebrates her return to shuttle driving with her own lyrics sung to a familiar tune.

Don't Miss the Video

The YouTube address:

https://www.youtube.com/watch?v=V_ANQRqF6Zo

It is OK to sing along.
Nobody will hear you!

(It’s to the tune of Gene Autry’s theme song.)

♪♪ ♪♪ ♪♪ ♪♪ ♪♪ ♪♪ ♪♪ ♪♪ ♪♪
We’re back in the saddle again
Lookin’ for patients and friends
With a mask on our face
And a seat that’s been cleaned
You don’t scare us, COVID-19.

♪♪ ♪♪ ♪♪ ♪♪ ♪♪ ♪♪ ♪♪ ♪♪ ♪♪
Back in the saddle we ride
With a bucket of wipes at our side
We hear all their woes
Their stories and jokes

Straight from The Villages folks

♪♪ ♪♪ ♪♪ ♪♪ ♪♪ ♪♪ ♪♪ ♪♪ ♪♪
It’s time we get on with our lives
With some rules and procedures revised
But look! We’re outside!
And together we’ll win
So it’s back in the saddle again
Beth Malak – Auxiliary Chair for YOTS

As Chair for Ye Olde Thrift Shoppe, it is Beth’s job to coordinate between the activities at the Shoppe and the rest of the Auxiliary and the Foundation. She began volunteering in 2015 and quickly became a shift leader and then a year ago took over as chair for the department. Beth immediately fell in love with the family environment and her passion is to keep the family feeling alive. The volunteers know that if they need help, she will be there for them.

Curt Kroll – Shoppe Manager

Curt took over as general manager earlier this year when Karen Harkins decided it was time to retire. He was originally a volunteer and then in 2016 became the assistant manager. He has his hands in everything, including salvaging and furniture pickup, but most of all he enjoys being with the volunteers. Curt works four days a week to ensure a continuity between shifts of volunteers. He is thankful for all the volunteers who came back to open YOTS in late May. Because of their support, sales have been highly successful. He estimates about 75 percent of the volunteers were ready to return (not including our part-year residents who have flown north).

Judy Shepherd – Assistant Shoppe Manager

Judy was asked to be as the new assistant manager early in July. She has been a YOTS volunteer for three years, starting as a pricer. She quickly learned the other jobs so she could help as needed. When asked what comprised her duties, she answered, “Anything Curt delegates to me.” They are making a great team as they work well together. Each works four days with a two-day overlap.

(YOTS Leadership Continues on Page 7)
Hurricane planning may be different this year due to COVID-19. While some things remain standard, it is very important that we take precautions to protect ourselves and others from the coronavirus. Use the following tips to help plan ahead:

• Give yourself more time than usual to prepare emergency food, water and medical supplies.
• Pay attention to local guidance about updated plans for evacuations and shelters.
• Prepare a “go kit” with personal items in case you need to evacuate. Include items such as hand sanitizer, bar soap and two cloth face masks for each person.
• When checking on neighbors and friends, follow social distancing recommendations.
• Keep emergency supply kits in a portable container and include essentials like prescription medications, eyeglasses, hearing aids, nonperishable food, water and a flashlight.
• Have a designated family meeting spot to use when evacuating.
• Have a backup generator to power essential appliances, and trim trees to prevent damage.
• Keep the gas tank in your car full and always keep an emergency kit in your car.

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 and part of the 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 352-571-9785.

Work on the new Ye Olde Thrift Shoppe building is expected to begin in late summer.

What’s the Difference Between Shoppe Management and the YOTS Auxiliary Chair?

While there is a great deal of overlap, it is up to the Shoppe general manager and assistant general manager to handle the daily activities of opening, closing, dealing with customer issues, scheduling pickup of large furniture items, overseeing the weekly cleaning crew, keeping the shift leaders updated and any other tasks requiring on-site supervision. The chair, on the other hand, is responsible for leading the Steering Committee to ensure all aspects of the store are being addressed. This would include staffing, accounting, clothing department, pricing, staging, training, processes, stock rotation and long-range planning. The chair is also the main communication conduit between the Shoppe and the Auxiliary Foundation. Working together they ensure that the 190+ volunteers know what they need to do and when and how they should do it.

Starting Soon

The content of YOTS-1 (mostly clothing) will be consolidated in the YOTS-2 building. All donation and pricing activities will be handled in a temporary structure placed in the lot just south (behind) YOTS-2. This will allow construction to begin to replace the 100+ year-old yellow two-story building with a new larger structure.
YOTS 2020 AWARDEES

Historically, award recognitions have focused on volunteer work associated directly with the hospital—improving patient care, ensuring visitors and family are comfortable and kept informed, or even helping prep a room for the next patient. Volunteers at Ye Olde Thrift Shoppe are measured by a different set of expectations; thus, separate awards were established to recognize the contributions these volunteers make in achieving YOTS success. Although they do not directly work with patients or hospital departments, these volunteers share their time, skills and energy with the Auxiliary in raising money for our hospital.

**Artistic/Creative**

**Marge Ross**

Marge is a thoughtful stager. She always strives to find the best way to showcase the merchandise in YOTS-1. Her goal is to stage the items for immediate sale as well as impulse shopping, not to mention making the Shoppe look good. Marge also volunteers weekly as a shift leader at Ye Olde Thrift Shoppe.

**Leadership**

**Judy Shepherd**

Judy has worked mostly in the YOTS-2 pricing room and also has volunteered to price in the clothing area. She always has a smile for everyone and shows outstanding dedication to her responsibilities. She is a hard worker, dependable, professional, self-directed and conscientious. If we are caught up, she will cheerfully clean drawers and sweep the floor. She never stops!
YOTS 2020 AWARDEES

Reliability

Lucy Fitos

When you need someone to answer your call to help out, Lucy is one of the first to volunteer. Lucy started working on Tuesdays, noticed that we did not have a Saturday afternoon person and said she was willing to switch. She has even volunteered to work the floor when we are short-staffed. Lucy is dedicated to performing her responsibilities and also helping to train new team members.

Above & Beyond

Amie Haffner

Amie is the youngest member of the “back-room clothing team” and she works with enthusiasm and joy. She has grown in confidence and knowledge, and is always willing to help other team members. She is pleasant and helpful with customers and eagerly accepts instruction. Amie recently asked to add a day to her work schedule and since then her skills have doubled. She does whatever she can do to help meet our goals.
Rookie of the Year

Loretta Mosely

Loretta has shown outstanding dedication to her responsibilities in the clothing area. She is a conscientious team player, volunteers to work extra days, and is patient in training others. In a short time, Loretta has increased her level of skills and begun learning other aspects of the clothing area. She also volunteers an additional shift at the Auxiliary Membership Office.

Unsung Hero

Geri Freeman

Geri works Friday mornings in the clothing area. When she sees something that needs to be done, she just does it. She can sort, hang, price and restock an amazing amount of clothing in just one shift. She continually demonstrates a positive and consistent adaptability for whatever needs to be done. Geri is dedicated to her position at YOTS.
The mission of UF Health The Villages® Hospital Auxiliary Foundation is to raise funds and create awareness of the services which our hospital provides to maintain and improve the quality of patient care.

What is UF Health The Villages® Hospital Auxiliary Foundation?
The Foundation is charged with securing funds to support the efforts of the hospital to improve patient care. Our not-for-profit organization, founded in 2013, as an outgrowth of years of dedicated service by the hospital Auxiliary, whose 900-plus members provide comfort to patients and their families through direct contact, supportive services and fundraising. To date the Auxiliary has raised more than $4.5 million to purchase leading edge equipment, state-of-the-art technology and supplies for the hospital. In addition, since 2015, the Foundation has awarded over $505,000 in healthcare scholarships to help cultivate our future healthcare providers/caregivers.

Who Governs the Foundation?
The Foundation board members are appointed by the board and comprised of business individuals, who work and/or reside within The Villages, and share a common goal to ensure our community hospital is safe and successful.

Who gives to the Foundation?
The Foundation is honored to have the support of community PARTNERS including individuals and families, businesses, physicians and other medical professionals as and well as our Auxiliary and team members.

Why should I contribute to the Foundation?
The support and commitment of ALL our partners helps our hospital to meet the challenges of today and those of the future. By giving today you are providing valuable resources to ensure we can develop programs, provide services, and purchase medically necessary equipment to assist our staff in delivering quality and safe care to our patients.

How can a volunteer help or participate?
First and foremost, as a member of the Auxiliary, the service/care you provide is very important to our staff, our patients, our hospital and to our mission. When you provide safe, quality and compassionate care to our patients, the kindness with which they will give back can be received in both verbal recognition (via the media or recognition sent to leadership/executive team, word of mouth, etc.) and/or monetary recognition (via wills and trusts, memorial/honor gifts, annual giving, special occasion gifts and more).

For more information contact Lou Emmert at 352-751-8871.
Our Mission: To raise funds and create awareness of the services which our hospital provides to maintain and improve the quality of patient care.