'The Holiday Spirit’ Is Here to Stay

Many know the story of How the Grinch Stole Christmas and now this new monster, COVID-19, is trying to do the same. Well, I can tell you that will not be the case.

The holiday spirit is here to stay as shown by a team of volunteers who gathered one fine day. Together, wearing masks and practicing social distancing, they decorated the hospital for the upcoming holiday.

The volunteers all took to their tasks, setting up and decorating Christmas trees while in their masks. Around the nursing stations, down the halls and everywhere else as you might well guess, always being careful not to disturb patients and guests.

And what happened then? Well, at UF Health they say the volunteers’ hearts grew three sizes that day and then the true meaning of the holiday spirit came through, and each volunteer found the strength of 10 volunteers plus two!

In a matter of minutes each floor was done, and you could see by their faces the volunteers were having such fun. The holiday spirit filled the hospital from the bottom to the top. That spirit kept growing. It just wouldn’t stop.

I stared with amazement at what the volunteers did. Clearly, The holiday spirit would not be stolen this year by that monster COVID-19. This year might be different due to this new beast but let those dear to us know—at the very least—they can be sure in their heart that we’ll bring love and joy to them even while being six feet apart.

This story must end although I’m unsure how to do it. Oh wait, I know what to do. Please grab some of this holiday spirit and share it, as was done by me to you! Quick as a wink, The holiday spirit will fill your heart more than you think.

~~ By W. Roger Akers, Hospital Volunteer, with a nod to Dr. Seuss

HAPPY HOLIDAYS TO ALL!
The Grinch

Remember that feeling? Grab it again!
More Updates From Lou and Jeannie

It is hard to believe that the Thanksgiving holiday has come and gone ... the year is surely flying by. I’m sure for many Thanksgiving celebrations were very different from than those of previous years; however, I am hopeful the spirit of the holiday remained the same as we do have much to be thankful for. As we turn our attention to Christmas and Hanukkah, which will soon be here, I am reminded of what a beautiful time of year this is, and a very meaningful one to me. On Saturday, Nov. 21, to help everyone usher in the spirit of the season, a group of volunteer “elves” donned their masks to decorate the hospital and help spread some holiday cheer. Thank you to all of our holiday elves for taking time out of their day to help transform the hospital for the holidays and “deck the halls” for our patients and staff. Stay tuned as there is more to read about this jovial group of holiday helpers!

With only one month left of this very unusual and challenging year, I would like to think that there is “light at the end of the tunnel.” Each week there is news of several vaccines on the way, as well as new therapies that will become available, which gives us hope for a much better 2021. While we are hopeful all of this will soon be over, I caution you not to expect everything to be back to “normal” on Jan. 1. Be mindful that masks will continue to need to be worn for several more months, and in my opinion, it will still be a while before large group activities can return.

Departments at the hospital continue to open up and welcome the return of our volunteers. Most recently the Cath Lab, Cardiac Rehab and Imaging Transport reopened for volunteer support. We are inviting those who worked in these departments to return as they are comfortable doing so. If your department is one of those that is not yet open and you are interested in one of these areas, please contact Gloria Counselman at 352.751.8176 to discuss.

At this time visiting hours continue to be 9 a.m. to 6 p.m. with only one visitor allowed in the patient's room at a time. Visitors may switch out as one leaves, another may come to visit, and must follow screening protocol which includes having their temperature taken and be given a sticker with that day’s date. It is important they have the sticker as this indicates to us that they have been screened and are cleared to be in the hospital.

Hopefully you have picked up your voucher for the holiday gift and maybe even enjoyed yours at Thanksgiving, like I did. The Day Captain’s Office continues to give out the vouchers if you are saving yours for Christmas or New Year’s. The hours of the Day Captain’s Office are 10 to 2 Monday through Saturday. A friendly reminder: The vouchers must be redeemed by Jan. 31, 2021.

(Lou & Jeannie continues on Page 3)
Dear Volunteers,

I want to say that you are truly missed. I have spoken to many volunteers who are not back yet. They have questioned me about when they could return. I tell them to be patient, we have been opening different areas of the hospital. So when your area is opened, your chairperson will call you. I am sure many of you have had to cancel your trips to see your friends and families. I know I had to. I was disappointed but it’s better to be safe than sorry. I’m sure you agree.

This hospital is now decorated and our poinsettias have been placed around. It is festive and beautiful. But, something is missing, it’s our volunteers.

Stay well and be safe. Wishing you all a very Happy and Blessed Holiday.

Words cannot express how important each one of you is to the Auxiliary Foundation, AND to the hospital. We applaud your efforts and thank you for all that you do. Remember to wear your masks, wash your hands often, and practice social distancing whenever you can.

Very best wishes for a beautiful, happy and safe holiday!

Lou

To celebrate volunteer managers from all over the world, the Volgistics volunteer software group, which our Auxiliary uses to track your volunteer hours, has been sharing stories of success and words of encouragement during the COVID-19 challenge. Gloria Counselman has selected some of the best to share in this issue. Although it would have been fun to see where they were sent from, the meaning and sentiment are the same the world over! Watch for the hearts throughout this issue.

~Submitted by Gloria Counselman, 1st Vice President

Volunteers don’t get enough credit for the emotional support their presence brings.
Holiday Decorators Share Their Thoughts and Plans for Christmas 2020

Shasha Newton (left) is looking forward to being with family. “I will be flying up to be with them,” she said.

Betty Fillmore (center) and Terry Lazzari plan to continue with their traditions as they remain in The Villages. They refuse to let COVID-19 lessen their joy.

Billie Smith (left) and Sylvia Gardner have organized the holiday decorating for about six years, each of which has had more than 20 volunteers. COVID-19 hasn’t stopped the volunteers! They were served lunch in the cafeteria, sponsored by the Foundation after the completing the trees. They want to wish all The Hummingbird readers a Merry Christmas.

Vickie and Martin Quinn shared that they would be without their family. However, they have vowed to make the best of it and are thankful to have each other.
Dick and Diane Stein (standing in front of tree) plan to work at the hospital on Christmas Day. Dick will be driving a cart and Diane will be at the front desk. Vincent Castell (on the ladder) said he is not in favor of the world changes. “As we get older, we have memories that are hard to let go,” he said, adding that he knows we must go forward.

Mary Gentile (left) feels that Christmas is for everyone and she loves the season as does Gwen Sebley.

Three New Writers Join The Hummingbird Team

I am happy to introduce three new writers to The Hummingbird staff. Pam Smothers has been with us for several months. Her light humor always perks up our spirits. She is working on a new filler idea called “Pictures on the Go” and plans to catch volunteers in action. Watch for her. She’s a cart driver by “trade.”

Nancy Cummings volunteers at Ye Olde Thrift Shoppe and is supplying monthly updates and photos to keep us informed of the new building under construction at YOTS.

New this month is W. Roger Akers. Roger is full of enthusiasm, which is greatly appreciated. He leaped at the chance to submit a lead article, which in turn provided a theme of celebrating our volunteers in this, our last issue for 2020. Roger is a cart driver and also works at the Front Desk.

All those who work on The Hummingbird including Kathy Greenfield, our proofreader, and Rena Marchard, our advisor, along with the rest of the contributors wish you all a safe holiday and a better new year.

~~ Submitted by Shari Kumler, Editor
Two New Volunteers Join the Front Desk

A wife and husband team, Vickie and Martin Quinn, has joined our Front Desk volunteers.

They bring to their task a special international flavor. Vickie is from England and Martin hails from Ireland. Permanent residents, they moved to The Villages from North Carolina late last year.

While relatively new to The Villages, they are not new to volunteering. In North Carolina they volunteered at a nursing home and said they loved being able to bring comfort to the patients.

In just a couple of shifts it has become obvious they are excited about assisting patients and visitors to our hospital in any way they can.

They also enjoy working with the other volunteers as well as the hospital staff. Everyone they have met has been friendly and helpful, they said.

Thank you Vickie and Martin for your contribution and WELCOME.

Winifred Greiner works in the Gift Gallery. She said business is slower this season as patients are allowed only one visitor at a time.

The Gallery has a wonderful gift selection and a small welcoming tabletop tree. People are starting to come in and look, Winifred said.

She and her husband plan a different from normal holiday this year. They’ll stay at home and enjoy a cozy Christmas together.
DO YOUR MANDATORY ARCE TESTING

The vouchers have arrived!

No gifts from the store will be distributed without the original voucher.
You can redeem your voucher now for the Christmas holidays.
All gifts must be picked up at the store as indicated on your original order and will be available through Jan. 31, 2021
To pick up your voucher if you ordered at the hospital
• stop by the Day Captain’s Office from 10 a.m. to 2 p.m. Monday through Friday
If you ordered at Ye Olde Thrift Shop
• stop by YOTS and see Curt, Judy, or Beth

Help Needed

Lou needs someone to take pictures, write descriptions and upload items for the virtual Gala to Qtego. If you are interested, please contact Lou Emmert to chat about it: 352-751-8871 or email lemmert@centflhealth.org.

Important Volunteer Business

Happy Holidays!

As the holiday season approaches and we celebrate, we are reminded that as an organization we have much to be thankful for .. ALL OF YOU!
From our family to yours, we extend our best wishes for a joyous holiday season filled with peace, health and happiness.

Warm Regards,
UF Health The Villages® Hospital Auxiliary Founation.

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DO YOUR MANDATORY ARCE TESTING

Come to the Third Floor of the East Campus.

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 who has not taken their ARCE this year and whose birthday month is December or earlier.

For questions or concerns, reply to: tvrhAuxiliaryOffice@centflhealth.com or call the Auxiliary Office at 352-751-8061

NO APPOINTMENT NEEDED!

Every Tuesday from 7:30 a.m. until 11:30 a.m.

Heart: Yes it’s been, and still is, an emotional roller coaster.
It’s full to the brim, though, with moments of gratitude, generosity and triumph, for people are working together.

10

11
On the Lighter Side ...

Turning pandemic pains into gains

So, 2020 took us through quite a growth spurt. It felt like a combination of growing pains, as well as growing gains, and while some have put on a little extra around the middle, we are also getting stronger.

While trying to turn “pains” into “gains,” here are some notable aspects of 2020 that I found.

There’s no getting around it ... the one thing we’ve had to learn to accept and count on these days is to EMBRACE CHANGE. At times we just had to “grin and bear it” as in MASKS. But hey, those masks also covered a lot of wrinkles and drooping jawlines, while fussing with makeup was counterproductive — an unexpected plus.

We also learned to LOOK FOR NEW THINGS when the recreation centers closed their doors. Social distancing required a lot of getting used to, but we found it can be done as long as everyone cooperates.

Bicyclists were out en masse as well as the walkers and runners and the golf cart parades. And perhaps you’ve sat in on some of the many driveway and street concerts that have popped up, many featuring our well-known and much-loved Villages entertainers.

We’ve also reaped the rewards of photographers who have roamed the thousands of picturesque areas within The Villages’ growing borders, capturing the essence and beauty of our lifestyle.

And oh, don’t we love to LEARN! We found all sorts of projects to keep us busy at home: knitting and crocheting, cooking (gulp), card games and board games, scrapbooking; the many art forms available in small groups around town and over the Internet; writing our memoirs or a novel; learning sign language or how to play an instrument; decorating our home for each season or holiday; planting an herb garden; volunteering when possible.

Some of us septuagenarians even learned “messaging” and “texting” on our cell phones ... sort of.

Lastly, we learned to SEIZE EVERY OPPORTUNITY that presented itself with every event that opened its doors to us. I even know a few anxious souls that were ready to kick the doors down.

As 2020 is about to come to an end I can honestly say, “Good riddance” and maybe, just maybe, we can fill all the recreation centers and the squares, and plan a joint mask-burning party while singing “Don’t Worry... Be Happy.”

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Kudos to Freestanding Brownwood E.R.

“I went to the Freestanding Brownwood E.R. in Wildwood with chest pains and a possible heart attack. Five staff members immediately attended to me. The nurses, doctors and lab techs were professionals in dealing with my pain. They were quick, efficient and thorough in investigating my case. About an hour after arriving, my chest pain was resolved. Then I was transferred to UF Health Leesburg Hospital for observation. I must admit I was concerned because I had not heard favorable reviews of the hospital. However, thanks to the staff on the third floor, my first impression was great! They were very caring.

These medical professionals were outstanding: Dr. Vargas, Amanda, T’aneisha, Vasty, Vanessa, Shirley, Olivia, Rodneycka, Michelle, and Michael the phlebotomist. When I pushed the call button, they were there pronto. They explained everything they were doing with a smile. When it was time to shower, I was given fresh towels, shampoo and body wash – to me these are not small things. I will recommend this hospital to anyone who asks. You are rising above the negative comments into a brighter future.”
Why Volunteer? It’s Simple—AOKs Are A-OK

As a volunteer you might feel at times that no one really appreciates what you contribute to our hospital’s overall patient experience.

As my mother used to say, “You get more bees with honey than with vinegar.” So remember, our patients and visitors are coming to the hospital not always under the best of circumstances. Volunteers should strive to be as nice as possible.

I enjoy being able to assist with directions, act as an escort or just provide a friendly smile and hello.

The opportunity to bring a little joy to someone who is suffering or is concerned about a loved one helps to fill my heart.

These daily events are not just for me but for all the volunteers. While you might not get acknowledgement for your service or kindness, know that you are making a difference.

To illustrate my point, recently I was assisting a lady, first to Outpatient for blood work, then to Billing and finally to her golf cart, all in a wheelchair. As she got into her cart, she paused and said, “Wait, I have something for you.”

What I got was the greatest gift I could receive. She gave me a business card with “AOK” on it. AOK stands for Act of Kindness. As I walked slowly back to my station I had tears in my eyes.

Our kindness should not stop with patients and visitors. As volunteers, we need to show the same kindness to the staff we work with—give them a helping hand, ask what we can do for them or just a smile as we pass by. Take a few moments and think about what staff members experience every day … “walk a mile in their shoes.”

I have had the chance to do just this with the staff in Patient Registration while working the Front Desk. We have become more than co-workers—we share a laugh, a thank you and even a headdress. I hope this picture will bring you a smile!


“I love volunteering,” says shuttle driver Norman Couillard, “because it gives me the opportunity to give back.”

The number of volunteers and the number of hours they contribute don’t accurately capture their impact. During the coronavirus challenge, their service supports our mission in the darkest of days, is a place of calm in the midst of the storm for those who serve, and is a blessing in more ways than one for the staff who work with them.

(This would include our own volunteers: Lou Emmert, Volunteer Coordinator; Jeannie Rogale, Auxiliary President; Gloria Counselman, 1st Vice President; Mike Kauffman, Auxiliary Office; ARCE; YOTS; and shuttle drivers, just to list a few.)
Bob Strongin and Diane Stein, who cover the front desk, refer to themselves as Beauty and the Beast. When asked what their 2021 Resolution will be, Diane said she wants to maintain a healthy, happy life, while Bob said, “I just want to continue being healthy ’cause I don’t want people spending all day hearing what’s wrong with me. Keep on truckin is my philosophy.”

Volunteers are a light in the dark.

Pictures on the Go with Pam Smothers

Another Great Hospital Experience

"I was a patient at UF Health The Villages® Hospital at the end of October for a pacemaker upgrade with Dr. Garcia. It was an unusual upgrade in that my original pacer is in my right chest and they had to implant a bi-ventricular pacer in its place. I wish to compliment all those who had a part in my care for their exceptional dedication to patient care. Everyone from pre-registration to the check-in receptionist and nurses were professional, genuinely friendly and respectful. Nurses Donna, Kathy, Sharon, Amy, Bill and Kayla had great personalities and helped put me at ease."

HAVE THE SAFEST HOLIDAY FUN YOU CAN IN THIS COVID-19 SEASON!

Shuttle service is not always a “walk in the park.” ...

It was Friday, a work morning for me.

The blinds in the shuttle were zipped down as I drove toward the hospital entrance, and then I spotted a little anole lizard on the floorboard on the passenger side. I almost freaked out.

Not that I’m scared of anoles, I love them, but all I could think of was what if it gets frightened and runs up my pant leg? Thinking about it had me in a tizzy. I made it to the front door as fast as an 11 mph vehicle can go and yelled for valet Joe to come quickly. NOW!

He came as quickly as an older guy can and I showed him my problem. With manly ease, he lifted the curtain and guided the little fellow out. Safe at Last! A couple of hours later, I was able to laugh when I took a gentleman to the parking lot and he asked, “Seen anymore (lizards)?”

~~Submitted by Pam Smothers

With Pam Smothers

Stop COVID-19
More This and That

A letter from a COVID-19 patient’s family...

In March, just as the U.S. was learning to deal with the pandemic, my husband contracted COVID-19. He was taken by ambulance to UF Health The Villages® Hospital and admitted to the ICU. Our family jumped on the collective roller coaster ride of our lifetime, filled with so many unknowns, fears, and an overall sense of helplessness.

However, the amazing support of your team kept us informed with a calm and steady approach. There was so much unknown about the virus at that time, but we did know that he was not statistically favored to survive and we are grateful beyond words for all that you did to get him through.

With the support of your team and amazing care, he battled through his toughest challenge yet. Your team was very patient with our endless phone calls for updates and questions.

**but you really did so much more,**

**you saved his life and kept our family together for so much longer.**

You helped keep us informed in the most professional way. We appreciated the compassion and understanding of our predicament and being the messenger to send him all of our thoughts and prayers as he was on the ventilator.

From fulfilling his root beer cravings to gowning up multiple times just to let us talk as a family via FaceTime made all the difference while being isolated from each other.

As he prepared to shift from ICU to rehab, the ICU team continued to provide so much support to our family as we prepared for the next phase in his recovery.

In several discussions we passed on our sincere thanks and gratitude and always got back the “just doing my job” attitude — but you really did so much more, you saved his life and kept our family together for so much longer. For that we cannot thank you enough.

We are so appreciative of what you have done and continue to do for everyone affected by the coronavirus.

These have been terrible times and we can only imagine all that you have seen and endured; just know that everything you are doing has such an impact on other people’s lives.

We spoke to so many different nurses and doctors and did not get to know everyone, but to name a few, Grace, Mauro, Bridget, Pat, Amanda and Sarah — you all had an impact in getting us through this.

**Bob Bassett, shuttle driver, considers his volunteer work a win-win situation. It makes me feel good, and it makes the public feel good because they’re getting a service that is needed.**
Yes, We Are Open!

Although construction is underway to expand Ye Olde Thrift Shoppe, we remain open to serve customers and to provide new and gently used items at an affordable price.

In addition, donations are always greatly appreciated and accepted Monday through Saturday, from 10 a.m.–4 p.m. at the NEW drop-off entrance to the Thrift Shoppe that faces Old Dixie Highway. Our friendly volunteers will be available to help unload your items at the ramp.

Likewise if you have furniture or large items that you wish to donate, you may call 352.571.9785 to arrange for pick up of those items.

Remember, YOU can make a difference! All purchases and sales from donations are used to provide support to UF Health The Villages® Hospital for the purchase of equipment, enhancement of programs to render excellent patient care, and scholarships to area high school seniors and hospital team members.

We invite you to stop in and see us, as well as follow us on Facebook (@OldeThriftShoppe) to stay informed of the great weekly specials.

The UF Health The Villages® Hospital Auxiliary Foundation Breaks Ground

Robert Brown, Rena Marchand, Carol Miller (not present), Ruth Ryder, Wanda Supple, Pat Wesolowski, Shirley Teague and Karen Wydeveld have volunteered at Ye Olde Thrift Shoppe since it opened in November 2008. They received framed pictures of the original store signed by the Auxiliary Foundation’s board members.
All Christmas items 50% off.  
Hurry on over—items are going out fast!

New drop-off entrance to the Thrift Shoppe that faces Old Dixie Highway.
Save the Date

Saturday, February 13th 2021
Via Live Stream

Gala Believe!

We'll be featuring expert speakers, panel discussions, virtual "house parties" hosted throughout The Villages® community, a silent auction, and more!

Can you still make a real difference, even with everything going on in the world today?

You better believe it!

For more details visit: www.tvrhfoundation.org/believe
Our Mission: To raise funds and create awareness of the services which our hospital provides to maintain and improve the quality of patient care.

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