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UF Health The Villages® Hospital

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News for Volunteers

THANK YOU TO OUR VOLUNTEERS

The week of April 18-24, 2021 the Auxiliary Foundation acknowledged National Volunteer Week.

These are a few volunteers that are enjoying being back and able to serve. Latest report shows 500 volunteers have returned.

Over the past difficult year, our volunteers who serve at UF Health The Villages® Hospital and UF Health Leesburg Hospital have played such an important role in serving our patients and community. They have offered selfless acts of kindness, countless hours of service, philanthropy, and much consideration for the wellbeing of others. We currently have 887 volunteers on the roster at UF Health The Villages® Hospital.

Volunteering is a choice – a noble choice – that these exceptional men and women have made on behalf of our organization. And so at this time of year, we’re proud to recognize our volunteers’ role in improving our patients’ care experience. THANK YOU for your service, empathy and compassion.

~~Don Henderson, Vice President, UF Health

Some Happy Volunteers. See more inside!

Tom Unger, Shuttle Driver
Janice Davenport, Gift Gallery
Jane Larson, Cath Lab

Diane Stein, Front Desk
News & Updates from Lou

Be the reason someone smiles today.  ~~Anonymous

It’s hard to believe that we are in May. This year is flying by. I’ve always heard that when you get older time really flies.

The hospital is active with lots of green jackets and shirts around. One of the hospital staff commented the other day that it is good to see so much green. We still have ICU/PCU and ED Admit to get open but all other areas have some volunteers. With shorter visiting hours, we do not have the number of shifts that we had before the pandemic so only about 500 of our volunteers are back at this time. There are still over 300 volunteers that were volunteering before the pandemic that have not returned. I am hopeful that we will be able to bring them back before too long.

The response from you for volunteering at special projects has been awesome. My sincere thanks to you for being so willing to assist the hospital in this way. When I sent out a request for volunteers to help at the COVID-19 clinics, all shifts were filled within 48 hours. There will be two additional COVID-19 clinics on May 18 and 19 at The Villages® Hospital Private Dining Room from 5:45 a.m – 9:15 a.m. and COVID-19 at the Leesburg Private Dining Room at 5:45 a.m.–9:15 a.m. and May 26 at 3:45 p.m.–8:15 p.m. There will be other special projects coming up so please watch for my emails requesting help. Remember you receive double hours for volunteering for a special project.

Our chaplains are having lots of opportunities to support patients, their families and hospital staff through their daily challenges. One of their highlights recently was to conduct a wedding for a patient and significant other.

One of our volunteers sent me an email suggesting that it was time for a reminder regarding dress code for the volunteers. Evidently we have some volunteers who have relaxed their attire. On page 10 of our handbook is the “Dress Code and Appearance” which states that Auxiliary members will present a neat appearance and wear the appropriate uniform. It is important that we always make a professional appearance to the visitors and patients. First impressions of the hospital, the Auxiliary and the volunteers will be made by how we look. Thanks for refreshing your memory on what your uniform should be and how it should be worn.

“Thank you” to Frank Faust and the PR/Marketing team for acknowledging National Volunteers week with a message on the electronic billboards on Rt. 441 in The Villages and in Leesburg. And thank you to Dick Campbell and the Foundation Board for always supporting our volunteers for whatever we request.

(Lou’s article continues on Page 3)
Dear Volunteers,

I recently returned from Seattle, Washington where I was visiting my sister and family. Seattle is a beautiful state as long as the sun shines.

Many restaurants and stores were still closed, or with just 25% occupancy. My sister and I ate in IHOP a couple of times. Masks were worn by everyone. Majority of people still had not received their COVID-19 vaccine. We are truly lucky to be living in Florida, we do have more freedom. Please continue to be safe and continue to wear your masks.

It was nice coming home. While I was away, I kept thinking of everyone and missing you. It was also nice to hear how many departments have been open. That means more of our volunteers will be returning. Yesterday, I saw a nurse and she said “she was so happy to see green uniforms”.

I understand that twice a year the State of Florida Inspectors come to inspect our Café. Kudos are given to Penny and Chris and volunteers for keeping the Café in Tip-Top Shape. We have come away with no issues. Keep up the good work.

Also, I would like to say a Big Thank You to Mr. Dick Campbell, President of the Auxiliary Foundation, for his generosity to those who have returned, by giving restaurant gift cards. As he stated in his letter to us, this is a token of his appreciation for all that we do.

Our volunteers are still involved with the COVID-19 clinics, we will be giving vaccines until June. If you haven’t received your vaccine yet, please give us a call and we will be able to give you information on how to receive one.

Be safe and be happy!

(Lou’s article continues from Page 2)

I am constantly impressed and grateful for each of you volunteering throughout the hospital and the Thrift Shoppe for all you do and how passionate you are to support the Auxiliary Foundation and our hospital! If you have suggestions or questions, please email me, lemmert@centflhealth.org. Even though you have your vaccination, please continue to be diligent with safety requirements.

Lou’s been asking—

How do you feel about returning to your green uniform?

Joann Walsh, Volunteer for 8 years in Cath Lab Supply Chain—

“I was confident that the Auxiliary would not let us into the hospital unless all safety protocols were in place and working. I wanted to be able to do my part to help the staff that had been working so tirelessly for so many months.”

William Sudduth, Volunteer for 8 years in Infusion/Day Captain’s office—“Besides helping our Villages community, I missed the friends, nurses, and patients I’ve met over time, I felt a necessity to be back and help.”

Ron and Nancy Pfeffer, Volunteers for 3 years at Ye Olde Thrift Shoppe/Outside Transport—

“We have had both of our vaccinations, thanks to UF Health, and feel very safe. We work two shifts per week at YOTS and are substitutes for the shuttle carts at the hospital. We look forward to volunteering at our positions every week. If you are not back and have had your shots you should come back if you enjoyed it before.”
Mother’s Day - Ideally, a day that all mothers consider more pleasant than Labor was. That may be the only thing mothers of yesteryear have in common with today’s mothers.

I’m always thankful I grew up in the 40s and 50s. It was a time of innocence when kids could be kids. Romp and run around outdoors without a worry because we knew we were safe and free to do what we wanted. As long as we were back home before dark!

Back in the good ol’ days, Mom was not my best friend, although I loved her dearly and knew she loved me the same. I also knew it would be a big mistake on my part if I didn’t do what she asked. Scratch that...do what she said. She was both loving and bossy at the same time. Versatility runs in the family, but there was one constant in my family... it was an autocracy, not a democracy. “Do what I say, or else...” I never got the urge to find out what “else” meant.

Life was simpler then. Toys like the Hula Hoop, Jacks, and Pick Up Sticks were my favorite indoor games. Outdoors it was bouncing down the street on a Pogo Stick, playing Hopscotch, swimming, or climbing big oak trees in the backyard. One of my favorite pastimes was jumping off our roof into a large oak tree. If Mom had caught me at that, it would’ve called for big-time punishment. It’s one of a few times I knew to keep my mouth shut. And I remember playing on the boys’ softball team in 6th grade. Thinking back on that, nobody gave it a second thought.

It was my good fortune that Mom was an artist for Disney, so while she was at the easel inking Disney characters, I was out doing what I wanted to do... play. Neither Mom nor Dad had to take me to school a couple miles away, and it wasn’t necessary for them to warn me to be careful. I could just walk to and from school or take the bus if too tired to walk. I don’t recall ever being too tired to walk.

There are all kinds of moms... loving moms and stern moms, doting moms and neglectful moms, good-cook moms and bridge-playing moms, down-to-earth moms and hard-working moms. In a small way, my mom was a practical woman in that she could not make sense of Mothers’ Day. She would say, “I’m a mother every day of the year; why are they calling one day a year ‘Mothers’ Day’?” Aaah, I miss you, Mom.

But whatever kind of mom you have or had or are, I think we can all agree they deserve a trophy for sticking by us during hard times, encouraging us in trying times, hugging us when we hurt, laughing with us in the best of times, and loving us no matter what happens.

☺ Happy Mother’s Day to all our moms ☻
DO YOUR MANDATORY ARCE TESTING  Open every Tuesday —7:30–11:00 a.m.

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 his or her ARCE this year and whose birthday month is May or earlier.

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

APPOINTMENT NEEDED ONLY for volunteers returning from LOA or COVID-19 inactivity.

YOU MAY NEVER KNOW WHAT RESULTS COME OF YOUR ACTIONS BUT IF YOU DO NOTHING THERE WILL BE NO RESULTS.

A Special Nurse

“Ladies and gentlemen, I have been a patient at UF Health The Villages® Hospital twice in the last six months. In my most recent stay, I was discharged on February 24.

The care I received was wonderful. I would like to inform you of a special nurse named Arturo Hernandez who was always cheerful which made me feel good. The hospital is very fortunate to have an employee such as Arturo.”
Working as a volunteer you meet many great people. At the front desk we get that and more. We provide escorts for both guests and patients, discharges, and generally help in any way we can. On Easter you would not believe, the Easter Bunny hopped through the door. How big do Easter Bunnies get? I am not sure, but I can tell you this one was really BIG! I heard the greeter ask him who he was here to visit, explaining that only one visitor at a time was allowed.

The Easter Bunny just showed his basket filled with little stuffed animals and answered, “Why everyone, of course!” With that he hopped to the elevator and up he went, obviously knowing his way around. I had to follow to see where he was going. First to the nurses’ station and then down the halls. He hopped from room to room, where he would leave a small little bunny.

He was much faster than me, however, I did catch up to him in one patient’s room and overheard a story he was telling. “This is my little brother, and he needs love and attention. Promise me you will give that to him, and he will grow to be the same size as me.” This Easter Bunny handed out love and attention to all, counting his ears he was over seven feet tall.

I was told by a guest, a week after Easter, “Her Dad received a small stuffed bunny named Reger. The Easter Bunny said was his little brother and they all had a picture together. He still has Reger, a week later.”

This is value all our volunteers create. If you would like to join us or know someone who would, call: 352-751-8176.

~~By W. Roger Akers, the Easter bunny
Monday, May 31, 2021, marks the 153rd year we honor and mourn the good men and women who died performing their military duties while serving the United States Armed Forces.

Every Memorial Day I think about the uncle I never got to meet. Feb. 5, 1944 the letter ended: “I’m tired of England and it would be nice to come home! And so, your fighting son across the sea bids you farewell. G’bye, Love, Allen.” It was the last letter he wrote before he took his last breath the very next day.

Lt. Allen S. Reed, my mother’s brother, was one of the true heroes of WWII when German anti-aircraft fire crippled his B-17. The crew did everything possible to avoid destroying the village of Wissous, France by attempting a makeshift landing in a wooded area rather than crashing the B-17 into people’s homes. Four members of the crew, including my uncle, lost their lives in the action on Feb 6, 1944. He was 24 years old. The people of Wissous built a memorial to the crew, and every February 6th a small ceremony is held at the memorial where the people of Wissous faithfully pay their respects.

One of the many things The Villages is known for is its veterans. With more than 20% of The Villages being former members of the armed forces, we have the highest concentration of Veterans in the nation. So, it comes as no surprise that our American Legion Post 347 is the world’s largest American Legion. Imagine that!!!

There are groups in The Villages that help our wounded Veterans, as well as a number of Veterans’ groups that serve our community with programs such as “Adopt-a-Kid, Adopt-a-Vet” where Veterans visit local schools and share their experiences with the students; fundraisers like Toys for Tots, special events, hobbies, entertainment, and sporting games such as golf and softball. These Veterans continue giving back even after they have already served their country whether in times of war or peace.
As department chairs, many challenges come to your daily activities at the hospital, but we have to share one of those “good” situations. Sysco Foods substituted our Otis Spunkmeyer Peanut Butter cookie with a Reese’s Pieces Peanut Butter cookie. Both Chris & I thought, “oh no, should we return them and wait for the regular Peanut Butter”; or “just go for it and see what happens”. Well, our first box of 80 cookies sold in less than a week. We weren’t sure if we could get them again, and it wasn’t until Lou sent us an email saying, “we NEED to order more of those Reese’s Peanut Butter Cup, the STAFF is asking for them”! We reached out to Sysco and indeed, they are a regular stock item, so EVERYONE will be happy! Stop by and have one if you’re in the hospital – they are just as gooey and delicious as they look!!

Have you ever had one of those “slap the top of your head ‘V8’” moments? Well, let me share my most recent one.

Chris & I were thinking about offering more breakfast type items in the Café. We knew our current bakery rack was not going to accommodate the additional items, so we thought, we need to ask Lou if we can purchase a larger rack. Do you know how expensive those items are?? So we put the idea back inside our heads. Then one evening, Penny was driving home in her golf cart and BING, the idea came to her; switch out the current chip rack (twice the size) with the smaller bakery rack.

So, new laminated labels were made for all the current bakery products, placed on the old rack and voila – we have LOTS of room for more bakery products. Sometimes you need to just “think outside the box” (or in this case, outside the rack) and wonders seem to happen.

Pat Cornish has no problem selling cookies!

Mmmm — doesn’t it look good?

Cookies — Cookies — Cookies
Still the Cafes Best Seller!

~Submitted by Penny Kasprzak, co-chair of the café
On April 14 and 15, the Auxiliary Foundation sponsored a linen sale fundraiser in the main hospital lobby. During the set up, you can see by the photo on the right, the vendor brought in many items for bed, bath and the home.

Mary Gentile (L) and Joan Wandell helped work the sale.

Mother’s Day is right around the corner so be sure to check out some of the goodies in our gift shop that will make her happy, such as soy candles in a wonderful variety of scents—

or perhaps a mason jar filled with chocolates topped off with a birdie. These are just two of the many things you can find in our gift shop located in the lobby.

Also available are cups with a tea bag and sugar and a teaspoon tucked inside. Other various gifts could be candy items for a sweet tooth, beautiful jewelry such as bracelets and earrings, picture frames, and beautiful cardinal figurines (everyone loves red birds and cardinals.)

Please take the time to stop by and get acquainted with the Gift Gallery! We have something for anyone on your gift list!

〜Information submitted by Connie Brown, from the Gift Gallery, photos and copy by Pam Smothers a writer for The Hummingbird.
I am certain that without her dedication, the Shoppe would never have been as successful as it has become.

Kathy joined as a YOTS volunteer in September of 2009 less than a year after the Shoppe opened. She started helping on Mondays to display the jewelry that was being donated and was an incredibly quiet person – focused on doing her job. Other volunteers noticed how reliable and organized she was, and when I (Rena Marchard, then the chair of the Shoppe,) needed a person on the Steering Committee to handle all the scheduling of what was then only 65 volunteers, Kathy was suggested.

She gladly accepted the assignment and immediately organized every shift to ensure there were enough volunteers, and established a list of those willing to cover a shift as a substitute if needed. Then, like a college freshman gains weight, we subtly added more and more and more volunteers so that she was organizing 200 volunteers on 11 shifts in at least five different possible roles.

In 2011, Kathy won the Auxiliary’s Core Values award because of her style of solving problems by involving all impacted parties and listening to each person’s needs. She was also part of the 2015 Team Award given to the Steering Committee of Ye Olde Thrift Shoppe.

We started doing our own interviews for volunteers and Kathy and I quickly developed a casual interview style, where I would handle the necessary paperwork and she would query the candidate on their interests, availability and skills. One of the funnier outcomes of this was that new volunteers, having met both of us at the same time, often were confused as to which one of us was Kathy. This was intensified by the fact that some people thought we looked alike. Even her daughter, while visiting one holiday said “well mom, you two do sort of look alike.”

Of course I am not the only one who will be missing Kathy and her amazing capabilities. For the past four years, she has served as the “last word” in proofreading and editing the monthly Hummingbird. She knew the Associated Press (AP) style by heart and taught both Shari and me many details on writing.

(Kathy leaving -continued on Page 10.)
More space means more room to display our merchandise, more customers, more revenue, and more help needed. We have a variety of service areas that support our “Upscale Resale” efforts.

Briefly, as we follow a donated item from when it arrives to when it leaves, we need the following staff:

**RECEIVERS** – welcome donors, accept, sort and distribute donated items to be priced, hand out receipts

**PRICERS** – sort, test, and clean donated items; price and mark items to be sold (do research as needed) (3 categories – pricing for hard goods, pricing for clothing, pricing for linens)

**SALES FLOOR VOLUNTEERS** – take priced items to merchandise floor, greet and assist customers, straighten and refresh displays, help cashiers with bagging purchases

**CLOTHING FLOOR VOLUNTEERS** – restock clothing as needed, maintain racks, refresh displays as items are sold

**DRESSING ROOM VOLUNTEERS** – monitor items in and out of dressing room and organize their return to racks

**JEWELRY VOLUNTEERS** – maintain a presence in the jewelry area, assist customers, replenish stock as needed

**CASHIERS** – ring up purchases, receive cash and make change, process credit cards, wrap and bag purchases

**STAGERS** – create attractive displays, organize merchandise zones, manage inventory control (purging old items)

**BOOKS STAFF** – sort and file books; restock as needed

**VISUAL MERCHANDISERS** – develop and maintain window displays

**REPAIR AND MAINTENANCE** – test and repair donated items, assist with building displays, general clean-up as needed

**SHIFT LEADERS** – team leaders, communicate information to volunteers, assign duties on a shift, be available for back-up as needed, circulate on sales floor to assist volunteers and handle customer questions and concerns

**INTERESTED?** Know a friend or neighbor who might want to join our team? Contact Beth Malak [bethmalak@comcast.net](mailto:bethmalak@comcast.net) or Nancy Cummings [nwcummings@gmail.com](mailto:nwcummings@gmail.com)

Ye Olde Thrift Shoppe is doubling in size when our new store opens this summer!

And now she is heading back to Michigan to Independence Township outside of Detroit to be near her family and in her old “stomping grounds." <<< see you’re supposed to put the punctuation inside the quotes – did you know that? Kathy taught me!

Of course more than all this, I will miss the quiet, calm and gentle style of Kathy – whether dealing with my terrible grammar, trying to find a suitable role for a volunteer or handling a staffing challenge.

~~ By Rena Marchand, and echoed by all that know her!

Ye Olde Thrift Shoppe is open Tuesday through Saturday from 10 a.m. to 4 p.m. and is located at 110 W. Lady Lake Blvd, just two blocks south of the CR 466 and US Highway 441 intersection and facing 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.
Our Growth Gallery - May 2021

Watch as YOTS Grows

Activity continues each day both inside and out. The drywall has been hung and finished. Plastic covers the windows inside as the ceiling trusses are being stained with a sprayer, then the walls will be painted using the same technique. The plywood covering the doorway in the YOTS 2 staff room has been removed so now we can see through to our new store! Outside, work on the south clock tower has begun and the wall sections with siding and trim have been completed; what looks like wood is actually Azek products made from engineered polymers, not subject to deterioration. Scaffolding lines the wall fronting Route 27/441 so that crews can apply the stucco in a three-coat process – a scratch coat, a brown coat, and a finish or “top” coat. An interesting detail is the quions (say “coins”), the pieces of trim positioned on the exterior corners.

A Serendipitous Moment

This was a serendipitous moment at Ye Olde Thrift Shoppe. Volunteer Valerie Smith was at her usual Monday job which is clothing staging. We all knew she was leaving for Hawaii to visit her daughter and look what showed up on the clothing rack!

~~Photos and report by Nancy Cummings
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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