



# Communique

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A CGH Medical Center Publication

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## **45 Years of Making a Difference... Lyla Pope Retires as CGH Volunteer**

As the saying goes – a truly amazing volunteer is generous, helpful, thoughtful, valuable, patient, kind and giving...and for Lyla, this couldn't be truer. After over 45 years of volunteering for the CGH Auxiliary, Lyla Pope, age 90, retired in September 2019. During that time, she logged over 9700 hours.

"From the other volunteers and staff members to our patients, it was fun, enjoyable and wonderful to work with everyone at CGH," Lyla said. "I loved the interactions with people and all of the good conversations. The community is very lucky to have this hospital...a community hospital."



Lyla Pope

When asked why she started volunteering, she said, "A friend of mine and I had some spare hours, and we decided we were wasting our lives. So, I filled my hours with volunteer work not only at the hospital, but also at church (where she began the quilting group that made quilts for Lutheran World Relief.) When we started, we just filled water pitchers for the patients, and would get them ready for the night. From there, it mushroomed into a lot of different duties through the years."

Lyla saw many changes while at CGH, both in the hospital and in her duties as a volunteer. She reminisced about the Auxiliary candy cart, her mail duties, the changes in confidentiality and the addition of computers to the front desk. "At one time we had a cart that we wheeled around so that people could buy candy, candy bars, cigarettes and magazines and things like that. Nobody wanted that job though...having to make change and such," she laughed.

"Also, when I first started working at the desk, people would come in to visit their friends and family when they were in the hospital and you had to send a card," she said. "My other biggest job was to sort all of those cards...and there were a LOT of them at the time! We would have to sort and deliver them all to the patients."

"Then they come up with this law of you can't tell anybody anything," she laughed. "And the fact that we had everybody's names...well, it took us awhile to learn how to keep our mouths shut! You always talked to people about who you knew and what was going on, and all of a sudden that was gone. We were under strict rules to not share information, and that was quite a change! Of course, we realize now that it wasn't proper for us to be giving out those names, but that was just the policy then."

She was also very pleased when the Auxiliary purchased "those fancy new red wheelchairs."

"We called them the Kroger grocery carts," she laughed. "A lot of young men didn't like us old ladies pushing them. I just told them that they didn't have to worry because those darn carts had a little motor on them. It was embarrassing for those young men to have a little old lady pushing them down the hall, so it was just a little white lie...I didn't want anyone being upset that I was giving them a ride."

Another big change during Lyla's time at CGH was the addition of computers at the front desk. "I thought they were the most complicated thing I had ever heard of, but we picked it up fairly quickly. We weren't used to machines like that, but we had some good teachers."

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## 45 Years of Making a Difference...Lyla Pope Retires as CGH Volunteer - continued from cover

When asked about her favorite memory, she responded with a smile, "I have so many memories...some I'd rather not tell, but just can't forget. You just never knew what you were going to see. One time there was a guy that came running out of the hospital completely bare! Oh my!" she said shaking her head. "But my favorite memory is probably my coworkers through the years, like Lucile Peugh, who I



probably worked with the most, and Margaret Last. Margaret was the one that would tell everyone else how to work. Everyone had their own idea of how things should be done. And if you questioned her about it, or tried to correct her, she would always say, 'I can't help it. That's what they tell me from upstairs.' It was always 'from upstairs'," she laughed.

"I just love her sense of humor and her personality, and we really miss her at the front desk," said Deb Keaschall, Volunteer Services Manager. "Lyla is a go getter and was a good role model for all of our volunteers."

"Oh, I don't know about that," Lyla smiled. "There were so many rules. If you've never had a job, being a volunteer was serious. I didn't want to make any mistakes, and I wasn't good at following rules. You were committed, you showed up, you followed the rules and you just tried to make sure everyone else did too."



She also enjoyed the exercise she got as a volunteer, especially as the hospital grew. "They completely rebuilt that hospital while I was there. Everything has been changed or moved, sometimes more than once, sometimes twice. I always loved

going to the lab, though, because it was the farthest from the front desk." Looking back at her records, on most of her Thursdays at the hospital, she averaged more than two miles of walking.

"She would always make a game out of getting her steps," said Deb. "That was her youthful side of everything."

"I really appreciated having Lyla as one of our volunteers," said Dr. William Bird, CGH Vice President and Chief Medical Officer. "She was kind and enjoyed joking around, but also was always professional and kind to our patients. She truly made CGH a better place."

**On behalf of all of us...thank you, Lyla, for your 45 years of dedication to CGH, our staff and our patients. Your smile and volunteering spirit will be missed by all!**

## Community Outreach Group Career Clothing, Shoes & Accessory Drive for YWCA



### Looking to clean out those closets for the new year?

The CGH Community Outreach group is seeking gently used career clothing, shoes, and accessories. All sizes and types are welcome. These donations will be sent to the Sterling YWCA to assist their clients with dressing for success in employment interviews.

Donations can be dropped off to Abby Anderson in the 2nd Floor Internal Medicine Department at the Main Clinic or to Beth Vandersnick's office in the 2nd floor Surgery hallway at the Hospital. We are accepting donations through January 23.

Please consider our cause when you are decluttering. One person's "trash" can be another's "treasure."

As the new year begins, the CGH Community Outreach group continues to work to find new ways that we can represent our organization and reach out to the communities we serve. We are actively brainstorming for activities and ideas that force us to "think outside the box".

The Community Outreach group is subcommittee that was formed by the Shared Governance Executive Council in 2019. Our purpose is to collaborate with members/leaders of our communities to promote and support health and wellness. We work to identify barriers to health and promote health equity both within and outside of CGH.

## Yoga Class

**Yoga class is being offered at 2600 N. Locust on Monday's at 5:15 p.m.**



The instructor is Sherry Prescott and the cost is \$5 per class. Class length is approximately 60 minutes and is open to anyone. If you have a yoga mat, please bring one. Wear comfortable, loose fitting clothing.

## Blake Steen Deployment



CGH Diagnostic Imaging department staff recently gave fellow Radiology Technologist, **Blake Steen**, a care package that he will utilize during his deployment to Iraq.

**Thank you, Blake, for serving us and our country!!!**

## January New Employees



**Front Row (L - R):** Andrew Jacobs (RN, Medical Floor); Melissa Olalde (Medical Assistant, Internal Medicine, Dixon - Clinic); Sondra Heidenreich (RN, PACU); Mark Crownhart, (RN, Medical Floor)

**Back Row (L - R):** Mary Ann Webb (RN, Surgical Floor); Dawn Mayes (Outpatient Physician Coding Specialist, HID); Jennifer Howard (RN, OB/GYN - Clinic); Warren Judge (Assistant Manager, Central Sterile); Kris Lowery (Cafeteria Worker, Dietary); Anthony Deseno (Phlebotomist, Laboratory)



**Front Row (L - R):** Tricia Gallegos (RN, Podiatry - Clinic); Audra Goff (Food & Nutrition Assistant, Dietary); Marci Foutch (Certified Occupational Therapy Assistant, Occupational Therapy); Matt Hammer (Director, Pharmacy)

**Back Row (L - R):** Ben Mireles (Linen Specialist, Laundry); Leah Johnson (RN, Float-Clinic); Eyan Zubler (EMT-P, Pre-Hospital); Alyssa Canales (CNA, Float - Hospital); Dylan Riddle (Security, Per Mar)

## CGH CARExpress Golf Cart Shuttle Service Ribbon Cutting



**Thank you to all who attended the January 9 ribbon cutting for the CGH Auxiliary's CARExpress golf cart shuttle service at the CGH Main Clinic.**

*Pictured above are CGH Auxiliary President Dave Osborn; CEO Dr. Paul Steinke; Auxiliary Volunteers, Monica Osterhaus, Nancy Gates, Pat McCloud and Pat Estes; Sterling Mayor Skip Lee; CGH Marketing staff; Chief Medical Officer Dr. William Bird; Sterling City Manager Scott Shumard; and representatives from the Sauk Valley and Rock Falls Chambers of Commerce.*



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# JANUARY 2020

## Employee of the Month



**I live in:** Sterling

**Joined CGH on:** June 25, 2007 and also worked for CGH 1989-2005

**Education:** Sterling Schools

**Family:** Husband, Mike; Sons, Jon, Shannon, Corey and Josh; dog, Ned; granddaughters, Grace and Kate; grandsons, Tristin and Henry; and great-grandson, Evan

**Proudest Achievement:** Learning to "Just Be Nice" and pass it on to others

**Hobbies:** Walking, gardening, cooking, traveling, and meeting new people

I have had the honor of working with Jayni since 2016. She helped train me for a new position. Since then we have worked closely together. She is always willing to help and to go the extra mile. She is a float and has multiple responsibilities. No matter how busy she is, she always has a warm, cheerful attitude to everyone she comes in contact with. She is remarkably patient and kind. Jayni is ambitious, intelligent and a stellar employee. Thank you for all that you do, Jayni!

~ Mindy Billings, Revenue Integrity Coordinator, HID

We congratulate her on being chosen January's Employee of the Month.

**Jayni O'Brien**

Float, Clinic Patient Financial Services



*Purpose, Worthwhile Work, Making a Difference!*

## BLOOD DRIVE

### CGH Medical Center

Thursday, February 6

9:30 am to 7:00 pm

In the Ryberg Auditorium  
(100 E. LeFevre Rd., Sterling)

Call Michelle at 815-625-4790 x6879  
or Connie at 815-625-0400 x5425 to sign up



Bring Photo I.D.  
Please eat before donating.  
Last Date to Donate Elsewhere: December 12



**SHARE THE LUCK,  
DONATE BLOOD!**

All presenting donors will receive a voucher to redeem this T-shirt!

**GIVE BLOOD, SAVE LIVES** [www.bloodcenter.org](http://www.bloodcenter.org)

Save the Date!

## Scrubs

On-Site Sale

Tuesday, February 18th

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by MPD

Sponsored by CGH Auxiliary

