MESSAGE FROM OUR PRESIDENT

Happy Holidays to all!! This has really been a busy time of the year. I hope everyone had a joyous Holiday Season with their family and/or friends.

Thank you from the Foundation

I hope everyone enjoyed their Ham/Turkey/Vegetable Plate. The Auxiliary Foundation did this as a “Thank You” for us in appreciation for all that we do. They were given this year rather than a party as was done previously.

I understand that some people say that they knew nothing about the Ham/Turkey “Thank You”. I sent out a BLAST (an email that goes to EVERY Volunteer with a known email address) in early November and it was printed in The Hummingbird.

Please READ The Hummingbird.

There is a lot of useful information and notices in here. That is our main line of communication. If you are not receiving emails and you have an email address please make sure that we have your current address in the Auxiliary Office at 352-751-8840. Realizing that not everyone gets email, there are copies of The Hummingbird at the Sign-In area. These are for NON-email volunteers ONLY.

Update on the Latest Changes

There are a lot of moves and changes taking place right now and there will be many more in the future. As of now the Medical Records and the Out Patient Services have moved over to the East Campus. Radiology has moved to where Medical Records used to be and the Urgent Care has moved from the East Campus to where OPS and Radiology used to be (across from the Day Captains Office). Please try to be patient with all of these, and the upcoming, changes.

Parking

We are asking the volunteers that drive Golf Carts to no longer park in the West Golf Cart area, because of all the construction and the influx of the Snowbirds. Please park in the East Golf Cart Parking area. It is much larger and just as close to the hospital because you will use the door near the Chick-Fil-A/Pizza Hut tent and go into the hospital right next to the Café and across from the Day Captains Office.

This East GC Parking lot is under camera surveillance so even the 8pm people can feel safe. The Security Guard will lock this door at 8pm so if you want him to walk you to your Golf Cart he can do that. I have cleared all of this through the Security and they

continued on page 2
will be watching the West lot to make sure that volunteers do NOT use the West Golf Cart Parking lot. We need to make sure that there is as much parking space as possible for visitors.

I am also working on adjustments for the main parking lot. Thank you for your understanding and co-operation. Our Outside Transportation drivers will be happy to pick you up and take you to your destination. Stand where they can see you and they will come and get you. We drive from 6:00 am to 8:15 pm. We have 2 drivers from 9:00 am to 5:00 pm so there should always be one close at hand. We should refrain from parking in the front of the hospital and in the handicap parking near the hospital. We should save these for the visitors. You will walk less by riding the shuttle.

I’m looking forward to 2015 and all that is to come with the new addition to our hospital. This is an exciting time. There will naturally be some bumps that we will have to work together to iron out but I know we can do it with the co-operation of all of you.

Don’t forget to nominate someone for one of our annual awards given out at the Volunteer Appreciation Dinner in April.

Thanks for all that you do. ~Jim Lemon, Auxiliary President

ANNUAL AWARDS

Each year, we recognize the outstanding individuals at our Annual Appreciation Luncheon held in April, those who have gone above and beyond in performing their volunteer services.

But this can only happen if YOU tell us about them.

Nominations may come from volunteers, staff, visitors, or patients for the following awards.

There are 7 categories. NOMINATION FORMS explain each category and are available at the check-in areas.

- President’s Award
- Volunteer of the Year
- Team/Department Award
- Unsung Hero
- Core Values Award
- Improving Patient Care
- Leadership Award of Excellence
“IN SERVICE” MEETINGS ARE BEING SCHEDULED IN FEBRUARY

in room 520 in the Sharon Morse Bldg.

It is VERY important that you attend the one for the department that you work in. Also, If you feel you may want to work in a different department this may be a good time to sit in on the meeting to get a feel of what that department is about.

Listen and Learn. The bigger departments have 2 times/dates available for you to choose from. In these “In Service” meetings you get to meet other volunteers in your department, hear different problems/solutions, adjust your job description, sign your competency form (mandatory annually) and just get updated so that everyone is working in the same manner toward a common goal. It can be quite entertaining too. Your Chairman should be contacting you about your date and time.

ATM SCHEDULE AND DATES FOR JANUARY AS FOLLOWS:

FOR NEW VOLUNTEERS & GOLF CART DRIVERS
(both new and existing)

January 13 and January 27

FOR ANNUAL VOLUNTEERS

Any Tuesday... keeping in mind that it may be quicker if you can avoid coming in on the same days as New Volunteers and Golf Cart Drivers - that is up to you, however.

The location: East Campus - 3rd floor Computer Room The time: 8:00 to 11:30 am.

It is mandatory that every volunteer be recertified annually during their birth month.
FEATURING OUR FUNDRAISERS

Saturday, January 31, 2015
Shows at 5:00 and 8:00 pm

BYOB and Snacks
Tickets at Villages Box Office
$17:00pp for Balcony • $25pp for Table Seating

This year’s performers are:
Diana Arlt, Chris Bolus, Gillian Bolus, Phil Caltabellotta, The Dorells, Sara Kallioninen Jan Lavin, Ray Leggiero, Wally Libenson, Bill Lisby, Shirley Martin, Mike Petix, Larry Rivellese, John Rogerson, Alex Scopino, Sally Spieth, Janice Swartz. Billie Thatcher, Mary Jo Vitale. Also Special guest Joe Beddia as George Carlin

LAST CHANCE FOR GALA TICKETS

Join TVRH Auxiliary Foundation for the annual Signature Black Tie Gala at the Savannah Center in The Villages from 5:30 - 11:00 pm February 21, 2015 to benefit the expansion of The Villages Regional Hospital.

To learn more about the Hearts for our Hospital gala or to purchase tickets, please call the TVRH Auxiliary Foundation Office at (352) 751-8871.

NEXT YEAR’S CRUISE

The cruise will be for 7 nights, starting April 11, 2015, traveling from Miami to Nassau and Bermuda, then back to Miami. We are fortunate to have Ocala Travel and Shelley Morjoseph working together to plan this great fundraiser. There are over 100 people signed up and room for more.

If you have been thinking about going, the final payment due January 20, 2015. For more information call Sharon Kaminski at 352-205-5515.

2014 WOMEN’S GOLF EXPO

This year TVRH Auxiliary/Foundation participated in the 2014 Women’s Golf Expo. This gave us a chance to mix and mingle, to explain who we are, what we do, and for whom we do it. A stop at our booth gave attendees a chance to win a beautiful women’s golf gift basket; in addition, they received a brief explanation of some of our major fund raisers.

Our main focus was to inform the people how much you, the volunteers, do for our hospital and patients, and how our fund raisers support your efforts. They also learned how our fund raising helps meet the challenges of a hospital expansion that will double its present size.

We invited our eye-catching Bear, dressed appropriately in his finest volunteer garb; task with scouting for new recruits.

And the winner of the golf gift basket was Kathy Bartoszak from The Village of Poinciana.

Since we had such fun at the Golf Expo, look for us at Golf

OUR TVRH PARTNERING DONORS
OUR PR DEPARTMENT HAS COME UP WITH AN EXCITING NEW IDEA...

Beginning in January are awarding a (VOM)

Our January 2015 VOM is Edna Bennett. Here is her story...

“to be blessed, only takes 4 hours a week”

Edna Bennett saw an email from Carol Hughes encouraging people interested in Public Relations to attend a meeting. This seemed right up her alley, so she went. Since the meeting, she has taken the responsibility of setting up her table at both Spanish Springs and Sumter Landing and easily draws people not only into conversation, but all the way to filling out an application to become a volunteer. It didn’t start overnight, but by being there consistently, she makes new friends, and friends bring friends. She amazes Bob Bell, one of her assistants, with her remarkable people skills.

Edna believes that everyone has a need be fulfilled, are rewarded when they “give back”, and they also have a skill to be able to enjoy volunteering somewhere for the hospital for only for 4 hours a week! She visits with them long enough to build a relationship and ends every conversation by wishing them a “blessed day”.

Edna is an amazing woman, full of enthusiasm and a great ability to recognize the areas of hospital where people might find their “nitch”. Edna’s biggest enjoyments are the music, and the people who go to the squares just to socialize and have fun.

Edna knows how to have fun, and she also LOVES our hospital. She talks TVRH to everyone everywhere about the hospital and carries at least two applications wherever she goes. It is no wonder she was top-of-the-list when it came to deciding who should be the first volunteer of the month for TVRH.

PS ... it’s no surprised that in the past, Edna was a Recruiting Manager.

CONGRATULATIONS EDNA!!

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Our Volunteer

A

Acknowledges the Patient and/or Visitor:

- Follow the 10 – 5 rule: at 10 feet smile and acknowledge and at 5 feet speak.
- Smile, make eye contact and greet them in a pleasant manner. If they look confused or they are looking for something, ask if there is anything you can do for them.
- Anytime you see someone looking for a sign that means they are probably looking for something and could use some help.
- NEVER ask “How Do You Feel”, you know they are sick or nervous because they are in the hospital.

I

Introduce Yourself

- Depending on the situation and the place you are in ... State your name and your role at TVRH. Highlight skills and expertise of self and other healthcare team members.

D

Duration

- Depending on the situation and the place you are in ... Give the Patient/Visitor a time expectation, even if it is just a time for your return. Keep patient/visitor informed as to the amount of time a procedure or process will take.
- If you don’t know the procedure/process time see if you can find out. Never guess, ask someone in the know.
- If there is a wait time give them the time expectation of that wait.

E

Explanation

- Depending on the situation and place you are in ... Keep patient/visitor informed by explaining process & procedures.
- Assist patient/visitor to have a clear expectation of what will be occurring.
- Get correct information from the proper person.

T

Thank You

- Thank the patient/visitor for choosing TVRH.
- Express appreciation that they have chosen TVRH as their Health Care Facility.
- Ask if there is anything else you can do for the patient/visitor before ending the interaction.
WE’VE COME SO FAR!

In the summer of 2008 a small group of Auxiliary Volunteers and members of the Fundraising Committee began looking at how and where a thrift store might be opened to raise money for our hospital by selling donated items. After looking at other thrift stores in the area, this group decided that the TVRH Auxiliary thrift store should be more than just a “large warehouse full of stuff.” They wanted a store where all the items were clean, well displayed and reasonably priced.

Shirley Teague is one of the original planners for YOTS and still volunteers at the Shoppe. The 100-year-old building was the perfect setting.

Once they discovered the building that was the original Lady Lake general store with its tin-pressed ceiling tiles and hardwood floors they knew they had found the perfect setting. Business plans were written, a financial pro-forma was created, possible names for the store were collected and more volunteers were pulled in to the process.

In October of 2008, Ye Olde Thrift Shoppe (YOTS) opened with forty volunteers working to cover all the shifts. With the generous support of the local community, the Shoppe was an immediate success and by the end of the first year had raised enough money to purchase a Pulmonary Video System for our hospital.

Now 6 years later there are 130 volunteers working to keep all phases of the Shoppe going. There are workers who clean, sort and price the donated items, some that only handle the clothing, sales floor/customer service workers, cashiers, shift-leaders and functional managers. Plans are well underway to expand the store and start selling larger furniture in the building just next door.

They see their mission to be more than just raising money. They sell donated items to improve and support:
- Our hospital - by purchasing needed equipment
- Lives of the customers - by providing bargains on nice items
- Each other - volunteering is good for your health and soul
- The Community - with improved medical services, recycling, sales tax, and strong home resell values (because of having a well equipped local hospital).

And what of those original forty volunteers? Well half of them STILL volunteer at YOTS.

Stop by and see this amazing Shoppe. They are open Tuesday thru Saturday from 10:00 a.m. to 4:00 p.m. and are located at 106 W. Lady Lake Blvd. just two blocks south of the CR 466 and US Highway 441 intersection. For more information call us at 352-259-5853.

VIEW THE NEWSLETTER ON TVRH WEBSITE:
Hospital video, direct link—www.cfhalliance.org/giving-villages.html