



News for Volunteers

To improve the health and quality of the life of the individuals and communities we serve.

TVRH is a **NOT-FOR-PROFIT** facility!

Vol. 7 March 2015 No. 3

Message from Our President

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Do you know
what our
EIDET is?

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IN SERVICE MEETINGS

All of the "In service" meetings have been held. Most were very well attended. These are very important meetings that I wish more would take seriously. This is when we review your department service description, discuss problems in your department and get to meet other volunteers in your department, people that work other days or shifts. When you get to meet someone it might be easier to get them to sub for you. I know that we all agree to work 4 hours per week but another 2 hour meeting once a year should not be too much to ask for.



Jim Lemon
TVRH Auxiliary President

TVRH VOLUNTEERS WILL RECIEVE AN AWARD

On March 11 at 7:00 pm in the Lake Miona Recreation Center The Villages Homeowners Association will be awarding The Villages Hospital Auxiliary an award for our volunteering. All Volunteers are invited. If you attend please wear your uniform.

CONSTRUCTION UPDATES

The new ICU, Kitchen and Cafeteria should be open by the end of March. I think the 4th floor will open at the same time. Phase 2 will begin then, which will be the new Emergency and post/Pre Op areas, plus the new Surgical Waiting Room. The anticipated completion of this will be November. The Café and Gift Shop will also be going through a renovation sometime this summer.

Located on the 2nd floor behind the Cafeteria and just beyond the Pharmacy will be our **Auxiliary Office** and the **PR/VPO Department**. I'm really looking forward to that because everyone will be together and it will be much more efficient. The Volunteer Website is still a work in progress; however, we hope to have that up and running by the end of March.

Parking for the Hospital Staff moved over to the East Campus on February 23rd. There are 2 bus shuttles going back and forth every 15 minutes. Volunteers are still able to park in the main parking lot and the Golf Carts can still be parked in the East Golf Cart Parking lot.

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The Hummingbird is a publication of the Villages Regional Hospital Auxiliary Foundation. The information within this publication is designed to communicate and inform the staff and volunteers. The editorial staff reserves the right to author, edit, or deny materials submitted for inclusion.

Feedback: We need to know what you think, what you want to hear, and what you are up to. Send email to the Editor.

Newsletter Editor: [Shari Kumler](#)

Proofreader Sarah Ralph

This newsletter is dedicated to the hardworking volunteers at the Villages Regional Health System.

Elected Officers:

- Jim Lemon** - President
- Lou Emert** - 1st Vice President
- Shelly Morjoseph** - 2nd Vice President
- Rita Montroy** - Recording & Corresponding Secretary
- Jan Kumpan** - Historian/Parliamentarian
- Effie Miller** - Treasurer (appointed position)

The **Auxiliary Office**, 751-8840, is staffed on Monday 12-4 pm by Mike Kauffman
Tuesday 8-12 am by Lois Laabs
Wednesday 12-4 pm by Mike Kauffman
Thursday 8-12 pm by Jan Kumpan
[Contact the Auxiliary Office](#)

The **Day Captain's Office**, 751-8622 is staffed 8:00 - 4:00 pm, Monday-Friday and 9:00 am - 1 pm, Saturday and Sunday.

The **Auxiliary Foundation Office**, 751-8871, is staffed Monday through Friday, 9 am-2 pm.



Did you know
that we have
812
Volunteers?

THE ANNUAL AWARDS/INSTALLATION OF OFFICERS BANQUET... *May 29, 2015 in the Savannah Center.*

YOU have voted and the votes will be tallied and the Awards presented at OUR Banquet.

This banquet is always a good time with good food and another opportunity to meet fellow volunteers. There will be lots of awards this year. We will have the usual Hospital Awards, but for the first time this year the YOTS and the Musicians Departments will each hand out 4 Awards .

I am very pleased with how the Auxiliary is organized now. Having YOTS and the Musicians as separate groups just makes a lot of sense and is working out very well. Bringing the Musicians into the Auxiliary added another dimension to our organization. Now, we all perform our duties, using the same handbook, with just a few exceptions for the YOTS and Musician volunteers. Because I am an ex-musician, I really appreciate the efforts of the musicians and look forward to having them join us at the banquet. Pat Kronk has done an excellent job of getting the Musicians into the fold and getting them to understand the necessity of going through testing/TB/Orientation sessions. Rich Tisovec has the musicians at the Moffitt Center organized and Rich still plays both places for us. After the new Surgical Lobby opens up we will add a 3rd keyboard for them and will need even more Musicians. There will be no installation of Officers this year because everyone agreed to another term.

So put this date of April 20 on your calendar and plan to attend this celebration for us provided by the hospital.

~ Jim Lemon, Auxiliary President

OUR MARCH 2015 VOM IS ...



Barbara Lovett



Barbara has been volunteering for nine years, beginning as the Chairman of the SIU waiting room. Four years later she took over the Day Captains Office. She was selected for this award for her willingness to step up and help everyone that comes into the office. She consistently seeks a better way, and is a joy to be around.

Barbara is a dedicated volunteer in The Villages Hospital and even though the Day Captain's Office can sometimes be chaotic, she readily admits the days are never boring and thoroughly enjoys the experiences and challenges a day may bring. Being a Day Captain has its rewards even an occasional salute from fellow volunteers. The best reward is the good relationship with all the other dependable Day Captains that make the office run so efficiently.

THE REWARDS OF VOLUNTEERING GO BEYOND RECOGNITION

Several weeks ago Pat Kronk was chatting with the manager of the Hospital Gift Shop, who shared a delightful story with me about music and flowers, but could not recall the name of the musician involved. Yesterday, after Hometown Band rehearsal, I was approached by Marcia Michaelson, one of our hospital musicians (who is also in Hometown Band) for what appeared to be a serious conversation.

Marcia quietly reported how much she enjoys playing the piano in the lobby, and how it has become so much more than simply playing songs. We agreed how it seems to be a “feel good” time for audience and musician, and that our listeners are affected in many different ways. She softly said that it is more than that. Curious, I asked her to explain.

Here is her story:

“I had only been playing for a few weeks, and even though I enjoyed it, I was not always certain how my music was received. Anyway, on one particular day, I was approaching the end of my shift when a Volunteer from the Hospital Gift Shop walked over to me with a small vase with Red Roses and Baby’s Breath. She handed the vase to me, saying they were a gift from a listener in the lobby. I looked about the lobby, but was told by the Volunteer that the flowers were to be an anonymous gift. She explained that a gentleman walked into the Gift Shop, announced that he so greatly appreciated the beautiful music played by a lovely musician, that he wanted to give her roses as a thank you. He selected the vase of roses from the cooler, and as he paid for them, asked for them to be delivered to Marcia after he got on the elevator to return to a patient upstairs.”

Words were never spoken between the musician and gentleman. The spirit of giving on the part of both individuals speaks volumes.

~~Submitted by Patricia Kronk
Chairperson, Musician Auxiliary



Our Volunteer **Aidet**

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

ATM SCHEDULE AND DATES FOR MARCH FOR NEW VOLUNTEERS & GOLF CART DRIVERS

(both new and existing): **Tuesday, March 10**

FOR ANNUAL VOLUNTEERS

Any Tuesday (except the week of March 23).... 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.

IN MEMORY OF

Evan B. Richards

Evan Richards passed away on February 6, 2015 and there will forever be a very large hole in our world because of his absence. Evan was major force in our TVRH Auxiliary and the Central Florida Health Alliance for the past ten-plus years.

He lived by his philosophy of hard work, honesty, positive attitude and always looking for the good in everything. When he moved to The Villages, he did not retire – he went to work for the betterment of our community, getting involved in the Rotary



Club, our Hospital, local political groups, the Boy Scouts and local student tutoring (Take Stock in Children).

Evan was a leader – not a manager, not a superior, but a true leader who inspired those around him to give their best and work their hardest to achieve the group goals. Under his seven-year leadership as Chair of the Auxiliary Fundraising committee, over \$ 2.0 Million was raised for our hospital. He loved losing bets (usually only a quarter) over what would or wouldn't work in fundraising -- but this was really just one of his ways to motive those around him to succeed.

Despite his battle with cancer, when asked Evan always felt “pretty darn good.” It was impossible to be around him and not be swept up in his enthusiasm, but Evan never took the credit for all the successes he made happen.

He will be missed by not just his family and close friends, but by those whose lives he touched with his generosity and dedication. He could have easily won election as “The Mayor of The Villages” - he knew everyone and everyone who knew him, loved him.

We should all be so lucky to live our lives so as to be mourned by so many upon our passing.

Do YOU have a story to share?

Send it to Shari at skumler@gmail.com



Ye Olde Thrift Shoppe

Ever wonder what it would be like to work at Ye Olde Thrift Shoppe? Well at our recent in-service meetings, we created a list of the funny impacts YOTS has on the volunteers. Here are a few examples:

You Might Be A YOTS Volunteer If ...

1. You refuse to pay \$5.50 for a shirt on sale at Beall's Outlet because you know you can get something just as nice for \$3.50 or less at YOTS.
2. Someone compliments you on a blouse and you immediately tell them it's from “your favorite boutique” ... YOTS.
3. You come in early for your shift so you can check out any new items that have been priced.
4. You almost buy your own donation back because you really liked it when you saw it at the Shoppe.
5. At home, you save every scrap of bubble wrap and tissue paper, not to mention all the grocery sacks and shopping bags to recycle at YOTS.
6. One of your co-workers tells you that the blouse you are wearing looks better on you than it did on them.
7. Your friends just roll their eyes when you mention yet again how wonderful YOTS is for finding bargains, making donations and doing volunteer work.
8. Neighbors leave boxes and bags of donations at your door because they know you will bring them in to YOTS.
9. Customers ask you if you have the matching lamp or a dress in a difference size ... oh and do we ship?
10. Your best friends are those you made while volunteering at the Shoppe.

Stop by and see this amazing Shoppe – who knows you might decide to add a shift at YOTS. 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.

FEATURING OUR FUNDRAISERS



*And A Good Time
Was Had By All ...*



"Owl Be Seeing You"

The ninth annual "Hearts For Our Hospital" Gala was held Saturday night, February 21st at the Savannah Center.



Beautiful dinner tables



Our musicians playing in the lobby.

Plans are already underway for next year's tenth anniversary gala, so save the date – February 13, 2016.

Although the final financial results are not in, this year there were definitely more sponsors, more dancing and more lively bidding than ever before. The theme this year was **"Owl Be Seeing You"** so the three-hundred-plus attendees had a "hoot" while raising money for the expansion of our hospital. TVRH Auxiliary members planned and staffed the event **with over 80 volunteers working** to make the evening run as smoothly as possible.



Dick Campbell talking to Pam and Jim Smothers



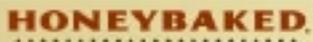
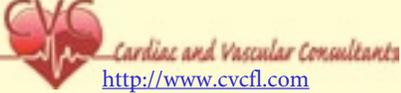
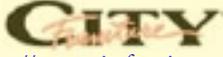
Eggs Anyone? (owl eggs of course!)



Auction Room and the big entry for the evening, a golf cart!

OUR TVRH PARTNERING DONORS

Partners have the distinction of being substantial contributors. Please support these businesses.

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Individual Sponsors: Dr. Mean Hussein; Pam & Jim Smothers; John Rabley; Bob Griffin

VENDORS THAT SUPPORT OUR AUXILIARY AND FOUNDATION

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Firehouse Subs	Billy's Cafe	blu spoon	Subway on Bella	Ollie's Frozen Custard
Sakura Japanese Restaurant	Bravo Pizza	Margarita Republic	Crus	Custard
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Honeybaked Ham Cafe	IHOP Restaurant	Panda Express	Takis	Moe's
Tierra Del Sol	Sonic	Bamboo Bistro Asian Fusion	First Watch	RJGator's
	China Buffet		Cody's Roadhouse	

Remember to Use Your Restaurant Coupons!