MESSAGE FROM OUR PRESIDENT

The Hummingbird

I want to open by saying that I am very proud of our Hummingbird Newsletter. I think Shari Kumler and now with the help of Cindy Williams, do a wonderful job for us. I received a lot of nice compliments about our last issue and I thanked every one of them but asked them, and you, to please let Shari and Cindy know too. I wish that more volunteers would read the Hummingbird. If you do read it, please promote it to other volunteers. I feel it is our communication and learning line. Sometimes we find out that we don't have the correct emails, so if you help us promote it we may find people that say they are not receiving it and then, if we are told, we can straighten things out.

I thought the article about the Pharmacy written by Cindy Williams was extremely informative. I learned things about the pharmacy that I didn't know. Naturally she did such a good job that I have asked her to do that for EVERY department. I am hoping that this can teach us all about each department so volunteers will become more acquainted with them and maybe want to volunteer in one of them too.

I thought the free meals return was a perk that was given once again. The hospital has once again granted us the perk of free MEALS in the cafeteria. Please don't abuse this perk. Some volunteers are taking a huge quantity of one item, such as 5 bananas, 5 milks, etc. and are taking them home. The hospital dietary estimates the amount of food they will need for any given day and this is meant to provide for doctors, nurses, volunteers and patient visitors for that day. When someone takes a huge amount of one item (even though it is well within the dollar amount allotted) it effects everyone in a bad way. Please use this perk in the manner it is meant to be used. Enjoy a meal, a drink, a cup of coffee, a cookie . . you have worked for it and deserve it. But don't abuse the perk because in the end, we certainly wouldn't want to lose it.

New Patient Satisfaction Department

We are developing a new Patient Satisfaction Department. I hope to have this up and running by the time you read this. We are also updating the ER Ambassador position. We keep trying to work with the hospital and their needs in any way we can.

continued on page 8
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: skumler@gmail.com

Newsletter Editors: Shari Kumler and Cindy Williams

This newsletter is dedicated to the hardworking volunteers at The Villages Regional Hospital.

Elected Officers:
Jim Lemon - President
Lou Emmert - 1st Vice President
Shelly Morjoseph - 2nd Vice President
Rita Montroy - Recording & Corresponding Secretary
Jan Kumpan - Historian/Parliamentarian

Contact the Auxiliary Offices
The Auxiliary Office has A NEW NUMBER: 751-8061.
It is staffed on ...
Monday 12-4 pm by Mike Kauffman
Tuesday 8-12 pm by Lois Laabs
Wednesday 12-4 pm by Mike Kauffman
Thursday 8-12 pm by Jan Kumpan
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 VPO Office is 751-8176.
The Auxiliary Foundation Office, 751-8871 is staffed Monday through Friday, 9:00 am-4:00 pm.

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OUR AUGUST 2015 WAS

Marge Dombeck

Marge has been volunteering in the Gift Shop since July of 2002. She goes out of her way to help the buyers with unpacking and pricing. She is very generous with her time and always stops at the Gift Shop first when she needs a gift.

Marge is dedicated and loyal. You can always count on her to be at her job and much more when needed. She greets everyone with a smile and helping hand. Marge enjoys volunteering and meeting people.

~~~She was nominated by June Brandeberry.~~~

OUR SEPTEMBER 2015

Joseph Law

I wanted to let you know how exceptional one of your Auxiliary volunteers was on Tuesday, July 21. You may have heard there was a very large group of family members that came when one of their loved ones died in the ICU Tuesday morning. Best estimates of the number of people that showed up put the number at approximately 60 that were gathered in the hallway, in the conference room, and in the physicians lounge, and in the patient’s room. Security was called to handle this both inside and outside ICU because of the wailing, crying and carrying on that occurred at the patient’s death. People kept streaming in as they heard the news. Your volunteer, Joseph Law, went way, way above and beyond in this situation. In the midst of all the commotion, he remained very calm, patient, and compassionate with each person he encountered and had to deal with. He also handled, very adeptly, family members of other patients and other staff that needed information or entry into ICU. He got wheelchairs for those in the large family crowd that needed them and met any other needs that were requested. His shift was scheduled to end at noon, but because there was no one coming in after him, he stayed until 2:00 when everything finally started settling down.

I wanted you to know what an admirable job Joe did in representing the Auxiliary and TVRH. He is definitely a credit to the smock!!!

~~Becky R. Ernst, PACE Chaplain~~

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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.

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.

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.

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.

Thank You

• Thank the patient/visitor for choosing TVRH.

• Express appreciation that they have chosen TVRH as their healthcare facility.

• Ask if there is anything else you can do for the patient/visitor before ending the interaction.

ALL DEPARTMENTS ARE STRIVING TO GET A 9 OR 10 on surveys taken from patients.

We need this in order to have Medicare pay the full amount for services rendered to patients.

That is why the Acronym Aidet is so important for ALL of us to follow.

“As we say in Drag Racing: From Burnout to Turnout EVERYTHING has to be done right in order to win”. -- Jim Lemon

FOR NEW VOLUNTEERS & GOLF CART DRIVERS
(both new and existing)
Tuesdays, Sept 8, 22
.... you will get your TB test and your eyes checked the same day.

Find us at: East Campus 3rd floor old Auxiliary Office 8:00 to 11:30 am.

FOR ANNUAL VOLUNTEERS
Any Tuesday
Keep 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.

Annual Volunteers should bring a list of their medications with them since they will have to be listed as part of the information on the TB questionnaire screen.

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

Find us at: East Campus 3rd floor old Auxiliary

FALL SALE!
The Gift Gallery, located in the hospital next to the cafe, is having a “FALL SALE” throughout the month of SEPTEMBER!!

They have lots of items at great prices. During the sale they will be regularly adding additional items, so be sure to stop by often! Start your holiday shopping now.

OPEN MONDAY THRU SATURDAY 9:00 A.M. TO 4:00 P.M.
SUNDAY 1:00 P.M. TO 4:30 P.M

The Gift Shop will be closing for renovation in January 2016. Just a heads-up that we will have a lot of beautiful holiday items for sale this year!

Our Volunteer Aidet

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Why is there so much information in
*The Hummingbird* about the Foundation? 

Let us explain …

The Volunteer Auxiliary and TVRH Foundation are Partners. It is good for us to be informed of what we both are doing. The Foundation raises the funds to support us in making our service more effective, as well as purchasing some of the needed equipment for the hospital.

Periodically, you will receive emails … take note and pass it on. The information sent will come from Jim Lemon, our president and will assist us in being more knowledgeable about the hospital so we can “brag” about where we volunteer and encourage others to join us.

**FOUNDATION – AUXILIARY PARTNERSHIP**

While The Villages Regional Hospital Auxiliary Foundation has assisted the hospital over the years with purchases of major pieces of equipment, it has also done much to improve patient care with smaller items as well.

Shortly after the Foundation was formed in 2013, the Board made one of its first actions the formation of a Patient Care Committee. The Committee was charged with reviewing the potential purchase of smaller items recommended by the hospital staff that were not in the hospital’s annual budget with the focus on items that would help to improve the care delivered to the patients.

Members of the Committee include Foundation Board members David Gardner, Jim Lemon and Lou Emmert as well as MaryJane Curry-Pelyak, Vice President, Chief Clinical Officer for TVRH. They meet quarterly to consider the recommended needs and have budgeted $30,000 per year for the past two years.

Recently approved items are to support the hospital’s plan to convert six beds in the Emergency Department for use exclusively by senior patients. They include:

- Six touchpad call lights allowing patients with dementia or disabilities to use the call light with minimum force or coordination
- Six recliners give patients the option of using these comfortable clinical recliners instead of the stretchers for exams
- Two stretchers for gynecological examinations
- In addition, the purchase of 12 small wheelchairs for the Emergency Department lobby which save space and help to keep the lobby organized.

Here’s the test …

1. Have you seen or even noticed any of this new equipment
2. Did you realize you are part of the organization that provided these?

**ATTENTION!**

Effective October 1, 2015, TVRH will no longer be able to accept used needles, sharps, or other biohazardous waste for disposal. Community members needing to safely dispose of used sharp devices such as syringes with attached needles and disposable lancets may do so at the following public health departments:

**LAKE COUNTY:** Biohazardous waste can be taken to the Umatilla Health Center located at 249 East Collin Street in Umatilla. Please call (352)589-6424, ext. 2264 for further information.

**MARION COUNTY:** Marion County has 18 recycling centers throughout the county. Marion county residents may call (352) 671-8465 for the nearest recycling center.

**SUMTER COUNTY:** Sumter County has no recycling centers available for the community. Sumter County residents can call the Division of Environmental Health at the Florida Department of Health at (850)245-4277 for further instructions.
Less than three months ago the second building was opened for Ye Olde Thrift Shoppe. This occurred right in the middle of summer vacation, trips north, and pre-planned medical procedures which made it a challenge to staff not just one building but two. Thanks to the tireless efforts of the Staffing Manager, Kathy Greenfield and in an impressive display of dedication, the existing and new volunteers came through and added shifts, found substitutes and multi-tasked between jobs and buildings to make the new Shoppe a tremendous success.

How successful you ask? Well how about this … **Our June revenue per day was more than double our normal sales and July revenue was increased by 40%.**

But it isn't just the volunteers making this new expansion successful, it's also the local community giving us donations and purchasing items at the Shoppe. The regular customers are delighted with the new layout and first-time visitors are astonished by the way the items are displayed. A rough survey during July indicated that over 40% of our shoppers had never been to the Shoppe.

We can now handle larger furniture like bedroom sets, couches and dining room sets plus we can offer more clothing, linens and small appliances.

**And The Improvements Will Continue**

Ye Olde Thrift Shoppe continues to change and improve as we enter our eighth year of raising money for our hospital. Most recently the parking lot underwent the addition of “grindings” to help control the erosion of the sand. This also enabled us to eliminate the need to back out of the lot. Customers can now pull through the parking lot and use the exit behind the second building to come out on Old Dixie Highway. This is a definite improvement over trying to turn onto US 441!

In the next few months changes will continue to be made on the original two-story building to improve safety, customer comfort and energy efficiency.

Ye Olde Thrift Shoppe is open Tuesday through Saturday from 10:00 am to 4:00 pm and is located at 106 W. Lady Lake Blvd. just two blocks south of the CR 466 and US Hwy 441 intersection. For more information call **352-259-5853**. To arrange furniture pickup donors can call **352-874-3593**.
SPECIAL RECOGNITIONS
2nd Quarter Milestone Hours for 2015

6000 Hours
Rena Marchand
Harriet Huschart
Nancy Duddy

5000 Hours
Jeannie Rogale

4000 Hours
Jim Lemon
Kathy Greenfield
Ina Del Bosco
Barbara Lovett
Judith Tiso

3000 Hours
Jack Halb

2000 Hours
Carol Hughes
Jan Kumpan
Marlene Forberg
Carol Miller
Maryann Rockwell
Sandra Connor

1000 Hours
Jeanie Hendrix
Sharon Kumler
Elizabeth Schneider
Joann Walsh
Lou Emmert
Tom Hollister
John Valentine
Anita Hart
Laura Holbrook
Eda Oteri
Mark Kirschner
Linda Handyside
Sharon Sanford

500 Hours
Kie Steve
Margaretta Horton
Bernie Harkins
Timothy Eisenhut
Barbara Wagonjack
Lynda Miller
Barbara Sasser
Mario Shortino
Mariann Goldstein
Michael Anderson
Geraldine Miles
Robert O’Dell
Leone Gentner
Glenn Ridenour
Linda Shunk
James Racci
Valerie Kamman
Carol Niehaus
Vita Bono

300 Hours
Robert Bell
Robert Messing
Nancy Cummings
Janet Haffner
David Waller
James Dow
Thelma Trmal
Elaine Izzo
Florence Powers
Robert Fiftal
Diane Bond
Nancy Kasubick
Kathleen Hartman
Mary Jane Gordon
Karen Gill
Denise Daluga
Mary May

100 Hours
Jackie
Sampson
Jean Adell Graham
Billie Smith
Martha Lash
Norma Cyr
David Schissler
Eugene (Skip) Johnson
Eva Shore
Harold Schrag
Kathleen Hoey
Martha Weiner
Sandra Schrag
Roy Weimert
Gene McConkey
Rita Clifford
Robert Walsh
Robert Gonyou
Carol Cardamone
Frank Nostramo
Bea Ackerman
Alexandra Schimpf
Jackie Phillips
Dennis Phillips
Nancy McClintock
Carole Flynn
Larry Ackerman
Judith Ann Spraley
Brian Barta
Ralph Piccola
Ivan Berman
Deborah Achtenberg
Donald Ashwell
Robert Colon
Linh Pham
Judy Devine
James Park
Donna Davis
Tom Rohan
Donna Boland
Bernice Hanna
Joyce Martin
Elizabeth Corey
Sandy Zonin

FRIENDS OF THE AUXILIARY FOUNDATION – Who Support Our Members
Ay! Jalisco
Bamboo Bistro Asian Fusion
Billy’s Cafe
blu spoon
Bob Evans
Bravo Pizza
Firehouse Subs
China Buffet
City Fire
Cody’s Roadhouse
First Watch
Gator’s Dockside
Honeybaked Ham Cafe
IHOP Restaurant
Jersey Mike’s Subs
Jim’s Golf Shop
Johnny Rockets
Koyame Asia Express
Luigino’s
Margarita Republic
Moe’s
Ollie’s Frozen Custard
Panda Express
R.J. Gators
Sakura Japanese Restaurant
Sam’s St. John’s
Sonic
Subway
Takis
Tierra Del Sol
TooJay’s

Remember to Use Your Restaurant Coupons!

FYI ... at last count we now have 930 volunteers!

TVRH NEEDS 200 MORE VOLUNTEERS TO COVER ALL THE NEEDS THE NEW EXPANSION BRINGS.
Help Us Recruit!!

While visiting your favorite vendors, ask them if they might be interested in offering a discount to TVRH Volunteers and become a “Friend of the Auxiliary/Foundation”.
If they are, contact Carol Hughes (302)222-3621.
OUR NEW AUXILIARY/VPO/PR OFFICE
is Up and Running Well Now

These office areas have someone to answer the phones now
Monday through Friday from 8:00 am to 4:00 pm.

The Auxiliary Office does have a
new phone number: 352-751-8061.

AUXILIARY OFFICE

Along with Jim Lemon, our president, the Auxiliary
Office has been able to use our office programs to
create some fascinating statistics. Jim will present
these findings to the Executive Committee. Some of
them make sense and some are just purely amazing.
We will provide some stats in the October issue.

You can also do a lot of things through our website:
www.cfhalliance.org.

Some of the helpful links are:
- Check volunteer opportunities.
- Apply to be a volunteer.
- Enter hours served.
- Send and read messages.

VOLUNTEER PLACEMENT OFFICE

This is a very important part of our Auxiliary. This team of people
processes the new applications, performs interviews, determines
the new volunteer’s position and presents the orientations.

When, as an existing volunteer, you decide you would like to try
something different, there are forms you can pick up from the Day
Captain’s office … or you can go the VPO office and there will be
a person there to help fit you into an alternate position. There are
eight volunteers that work the office shifts and all are trained to
help you.

Volunteering should be enjoyable. So if you are NOT enjoying it --
go to the office on the second floor, past the cafeteria, turn right at
the hall across from the Chapel. Walk clear to the end and it’s the
last door on the left.

Lou Emmert is the department chair, Carol Hughes is co-chair.

PUBLIC RELATIONS

The department chair for Public Relations is Carol Hughes.
Along with her team, she is continually active in recruiting new
volunteers, by visiting various clubs in The Villages, having
informative coffee times, hospital presentations, new resident
monthly meetings and promoting newspaper coverage.

If you know of a person who might be interested in volunteering,
the application is available in the Day Captain’s office or the
AUXILIARY/VPO/PR office.

Christmas is Coming!
There is a need for good quality
Christmas ornaments, no lights
please. We need to have them by
September 15th, allowing the
Auxiliary time to place an order for
new ones. Please bring them to the
Day Captain’s Office or the Auxiliary Office.
~~The Decorating Committee
Dorothy works in the surgical waiting room on Sunday mornings. One Sunday at 8:00 am a gentleman arrived with 2 grandchildren, about 8 and 14 years old. The children sat down and began amusing themselves with their phones. But the gentleman seemed frustrated and somewhat desperate as he approached Dorothy, seeking some kind of help. He explained that his wife had broken her ankle the evening before and was brought to the hospital. The grandchildren were now “attached to his hip” (or had become his responsibility.) His wife’s break was so bad the hospital wanted to schedule her for surgery as soon as possible. When the man arrived with his grandchildren, his wife was already in surgery.

His wife had made all the arrangements to bring the grandchildren to visit just before school started and she was scheduled to fly out with them as their chaperone the next day.

Now, he didn’t know what to do. He had been on the phone trying to contact the airline to see if the grandchildren could fly without her, and found out they could not. He knew his wife would not be able to go, but he was very concerned about leaving her if she was released. The grandchildren had to leave the next day because school was starting and he didn’t know what was going on with his wife’s surgery, hadn’t even talked to the doctor … clearly, he was at his wits end.

Dorothy stepped in to help. She had a similar situation in the spring when she broke her wrist, with a flight already purchased. Her doctor had given her a signed form that said she just had surgery and was unable to fly, so she would not lose the ticket fee. This was a ray of hope …

Dorothy called down to surgery and explained the situation to one of the Pre Op nurses, as well as the gentleman’s desperate need to talk to his wife’s doctor as soon as possible. Then she ushered them downstairs and sent the man to the volunteer in surgery to find the doctor while she stayed with the grandchildren, talking to them and encouraging them.

The orthopedic surgeon arrived and reassured the gentleman that his wife went through surgery well. He would have time to take the grandchildren home the next day and return to be with his wife. This relieved the worry about his wife. The doctor also gave the man the paper he needed. This validated his wife had just had surgery and was not able to fly at this time. If he needed to purchase another ticket, there would be a seat available, but he was hoping the airline would understand the situation and allow him to use his wife’s ticket.

The gentleman was so happy! His struggles were being addressed! He shook Dorothy’s hand with both of his and thanked her over and over … both of the grandchildren hugged and thanked her.

Dorothy was so excited. It was such a blessing to be able to help this gentleman in a time of total desperation and see him calm down. This is why she volunteers. It provides amazing stories to share.

continued from page 1

The Handbook Committee is meeting to update our Handbook. We will then take this to the Executive Committee to vote on. Then we need approval by the Manager of Volunteer Services and the Auxiliary Foundation/Membership Board of Directors. This will then be out by the first of the year. To save money we may put this on the web site also in PDF.

Later this year the Nominating Committee will be meeting to get a slate of officers to be elected this year. If you have any desire to become an officer please let Shelly Morjoseph know so that his committee can put together a good slate. More about this will come later.

I thank EVERY Volunteer for everything they do for TVRH Auxiliary and TVRH.

~~Jim Lemon, Auxiliary President