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

TVRH is a NOT-FOR-PROFIT facility!

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OUR PRESIDENT’S CORNER

Bereavement Rose

The Bereavement Rose identifies patients/families who are suffering a significant loss. The Rose may be placed on the patient’s door when death occurs or the patient is actively dying. The Rose alerts those who see it that something significant has occurred and that those in the room should be treated with compassion and sensitivity. The Rose means only those necessary to the patient/family should enter the room. It also alerts those who are not necessary in the room to not enter, i.e. Environmental Services or other daily routine team members. If you are unsure whether or not to enter the room, always check with the nurse first.

The Rose on the door signifies that this is a time for greater sensitivity and compassion when interacting with the patient and/or their family members. Phrases to be avoided include: “I know how you feel” and “God doesn’t give you more than you can handle.” If you are unsure what to say, silence is OK. Do not feel you have to fill the silence.

ATM

The ATM department is running well now. With all the efforts of Sarah and Dottie we finally have everything pretty well worked out now and working a lot smoother. Sarah and Dottie are now on a leave of absence. Carol Niehaus and Linda Shunk are now the Co-Chairpersons for this department. They have 3 other volunteers working with them. The ATM/TB Surveillance test may be taken EVERY Tuesday from 8:00 am to 12:00 pm. There is what I call an “ON” Tuesday and an “OFF” Tuesday. The Tuesday that the NEW Volunteers and Outside Transportation Drivers take their test is the “ON” Tuesday. This Tuesday is listed on the bulletin board in the Day Captains office and in your Hummingbird. Existing volunteers are encouraged to take their annual ATM/TB Surveillance on the “OFF” Tuesday. This will save time for everyone.

Valet Parking

Valet Parking has had some changes too. They now operate from 8:00 am to 8:00 pm. We have also moved the Valet Parking Lot closer to the Hospital so that retrieval time is shorter and to open up more parking spots in the main parking lot for visitors.

John Bandeburg will be missed!

On September 7, 2014 John Brandeburg deceased. John was an integral member of the Auxiliary Foundation Board of Directors. He was an advocate of the Auxiliary Volunteers and an Ambassador for the Hospital. Having worked with him only a short time I still could see what a valuable asset he was to the Hospital, Foundation and Volunteers. Merely days before he passed away he had an idea of the volunteers
OUR PRESIDENT’S CORNER continued from page 1

having a coffee cart to furnish, for a nominal price, coffee, sodas, snacks etc. to the construction workers. One more avenue of making money for the Foundation to help support the Hospital.  (more on page 3)

AIDET

It is our goal that ALL volunteers will be Ambassadors for The Villages Regional Hospital. The new mantra that we want the volunteers to be more pro-active in the AIDET Acronym:

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 - Thanking 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.

Please think of the area that you work in and how you can utilize AIDET and also be an Ambassador for the Hospital. Volunteers meet the patient/visitor throughout the Hospital Campus from beginning to end. We want them to have a positive perception of the service we provide.

~~Jim Lemon, Auxiliary President

The total volunteer hours for the April through June quarter were:

26,246

If you are really watching this number, you will note a discrepancy from last quarter. YOTS still fills out time sheets.

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.

The total volunteer hours for the April through June quarter were:

26,246
How does one explain the importance to the Auxiliary of the loss of someone that many Auxiliary members probably never knew or even heard of? John David Brandeburg passed away on September 7, 2014 and most Auxiliary members never knew the contributions he made to our hospital and to the local community.

Somehow just writing the facts and statistics – born October 10, 1943 in Charleroi, Pennsylvania, devoted to his wife, Roseanne, sons Tyler and Jonathan, and grandson, Nicholas, president and chief executive officer of the Brandeburg Development Group, a real-estate company specializing in the sale of commercial and investment properties – does not come close to telling the life of John. Even listing his involvement on the LRMC Board of Directors, The Villages Regional Hospital Foundation Board, Chairman of the Finance Committee and Treasurer for the LRMC Hospital Board does not tell the story. Not even if you expand this to include his other community involvement; past President of the Sunrise Kiwanis Club, President of the Founder’s Club of Lake County, past Chairman of the Leesburg Partnership Design Committee and instrumental in bringing the Leesburg Lightning Baseball team to Leesburg and served as their president for eight years.

What made John special is that he believed in using his energies to make the local community a better place for everyone. This included everything from promoting major fundraising events to selling hot dogs at a Florida Lighting game. Whether it was having breakfast at Water Oaks or actively participating in a board meeting, John gave it his all and enjoyed doing it.

John secured sponsors and donations for the Hearts for Our Hospital Gala every year, he campaigned for the creation of The Village Regional Hospital Auxiliary Foundation, and he negotiated the purchase of the Amish Furniture building for the expansion of Ye Olde Thrift Shoppe. Perhaps you have seen the golf cart canteen that is set up for construction workers near the “Lay Down /Fabrication” area? That was John’s suggestion for the Auxiliary to sell coffee, soda, doughnuts, snacks & chips. In fact it’s being called “The Brandeberg Express” in his honor.

John will be “dearly missed” by those who had the good fortune of being around his contagious enthusiasm. We are left with the question “who will sell the poppers at the next Gala?”

In honor of John Brandeburg we will now have a coffee cart for the construction workers. This is a new department and we need volunteers to work in this department. There will be 2 shifts (at least on the start) that will run from 5:00 am to 2:00 pm. The Job Description is printed elsewhere. If you are interested please fill out a form to get on board.
FLU SHOTS ARE REQUIRED

Flu Shots will be available November 1, 2015 at the hospital. If you do not get yours at the hospital, you must bring proof that you have received your shot into the Day Captain’s office.

EXCITING NEWS ABOUT THE Gift Gallery

The Gift Gallery buys ahead for the holiday season and this year was no different. They are excited about the new purchases they have made. But the most exciting news is that

THEY WILL REMAIN OPEN THROUGH THE END OF THE YEAR

so plan to support them by stopping to see the new items that come out all the time. We would also like to thank all the volunteers and hospital employees for shopping with us!

SPECIAL RECOGNITIONS - 3RD QUARTER MILESTONE HOURS

3000 Hours
Kathy Greenfield

2000 Hours
Dean Wagner

1000 Hours
Judith Arndt
Donna Austin
Sandra Casanzio
Sally Childs
Nancy Hurst
Margaret MacRae
Patricia Nitto
Julia Yaeger
Steven Zimmerman

500 Hours
Kathy Berlin
Nolan Bohnstedt
Patricia Cornish
Robert Dodds
Laurence Donahue
Joyce (Peggy) Fisher
Clara Janet
Carolyn Kirschner
Barbara Kolch
Patricia Kronk
Janice Martin
Eda Oteri
Dorothy Williams

300 Hours
Janette Adams
Michael Anderson
Joseph Barta
Elizabeth Corr
Alfred Denno
Alice Embury
Pat Falco
Robert Fitzpatrick
Faye Hnath
Valarie Kamman
Lijnhte Koppers
Paulette Laverty
Richard Morrison
Howard Mortimer
Nancy Myers

Mary Nowak
Glenn Ridenour
James Ruhl
Beverly Wildoner
Elcona (Connie) Williams
Michael Wade
Robert Wells

100 Hours
Robert Bell
Sandy Bhatia
Pat Finnegam
Sylvia Gardner

Kathy Glassock
Bernie Harkins
Robert Heit
Ann Linke
Thomas Lynch
Arlene Mensinga
Diane Murphy-Carroll
Barbara Pope
Sue Prince
Marie Rishaw
Karen Richey
Kathleen Steve

ANNUAL AWARDS

Each year, we recognize the outstanding individuals at our Annual Appreciation Luncheon held in March, 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.

You can fill out a form for one person in as many categories as you like, but only ONE form per category. You can also nominate as many volunteers as you feel qualified.

★ President’s Award ★ Volunteer of the Year ★ Team/Department Award ★ Unsung Hero ★ Core Values Award ★ Improving Patient Care ★ Leadership Award of Excellence

ATM SCHEDULE AND DATES FOR NOVEMBER AS FOLLOWS:

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

November 4 and 18

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 12:00 pm.

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

SIGNATURE BLACK TIE GALA
February 21, 2015

“Owl Be Seeing You”

Join TVRH Foundation for the annual Signature Black Tie Gala at the Savannah Center in The Villages from 5:30 - 11:00 pm, to Benefit the Expansion of The Villages Regional Hospital.

We are planning an elegant evening of dining, catered by the award winning Puff’n Stuff from Orlando, premium liquor open bar, champagne, hors d’oeuvres, and wine. We will have unique auction items and dancing to the music of Paul Vesco and his band.

Tickets will be $150 per person. The dress will be black tie and the seating will be limited. This is an occasion you won’t want to miss. 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.

If you know of any potential auction donors/items, please advise Dave Gardner at davegardner@embarqmail.com

NEXT YEAR’S CRUISE

Now is the time to consider going on the 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.

Prices: Inner cabin ...$769, Ocean View cabin ...$919, and Balcony cabin ...$1,029. There is a $100 deposit per person with final payment due January 20, 2015. For more information call Sharon Kaminski at 352-205-5515.

DAVID BRYANT HAS A GIFT FOR GETTING PATIENTS TO SMILE

Last year for the Amy Fross “Swing for a Cure” golf tournament they suggested we should wear something pink as it is a fund raiser during breast cancer awareness month. I found some pink knickers, hat and argyle socks and was the hit of the golf tournament! After showing the picture to the Moffitt team, they suggested I wear the knickers outfits when volunteering on my usual Wednesdays. I’ll be donning this outfit again this month for the Fross and Fross golf tournament with proceeds going to our very own hospital auxiliary.

Besides helping the nurses in the Infusion room, my job is making patients smile. When they come in and are down, I try to find a way to make them feel better. If it’s my crazy outfits, donuts I bring in every week, putting on fake mustaches, or always running to get the door. I tell them “no one opens the door themselves on my watch.” My volunteer day starts at 6:30, and gets done at noon, and when I walk out of there, I am tired, but grateful for the opportunity to serve others and hope my smiles have cheered them.

The Daily Sun published an article about Dave last January. It was amazing. So sorry I could not give the space to put it in The Hummingbird. You Rock, Dave!

NEVER TOO YOUNG TO VOLUNTEER

Mary Zwick is 90 years old. She moved to The Villages 25 years ago and became involved in clowning where she painted faces and blew up balloons, tapped danced and participated in other opportunities provided by the Villages.

In 2004, she started volunteering in the SICU department of TVRH, and that is where you will still find her every Thursday morning. Mary is the “know-it-all” for her team, as she has been there since the early years and has experienced all the changes.

Every year for the past 5 years, her family takes the Ohio State Cruise for Cancer. She has 3 retired sons. One son came out of retirement to principal at the Charter Schools. Another son just experienced a tragic hurricane disaster in Cabo San Lucas on Baha Peninsula south of San Diego. She shows pictures of the cellophane door her son created on her iPhone. Way to go, Mary!

Do YOU have a story to share??
Public Relations still has 2 specific openings for volunteers

There is a need for a person for the new PR Department as an Event Planner. This person would maintain the list of events we have scheduled, and contact the volunteers responsible when their event is scheduled, then send them a reminder prior to the date.

The second position is a bit more challenging. We would like an experienced WebMaster for a site to hopefully be hosted by the hospital site, which would be for PR use only, not for public. This requires building and maintaining the site with the help of the Event Planner.

These 2 positions can be done at home, and hours would be counted. If you or someone you know might be the perfect fit, you can contact Carol Hughes our PR Chair at 302-722-3621 or carhughes@cfhalliance.org

2 New Team Positions

Ambassadors for ER & Visitors

Do you like to meet new people and make them feel welcome and comfortable? There are two new positions for volunteers; Emergency Room Ambassador and an Ambassador at the Hospital front door. These positions are to greet patients and visitors to the Hospital and Emergency Room and follow our motto of AIDET (see Jim’s message on page 2).

We want TVRH to be recognized as the hospital that is most welcoming and comforting. If these positions sound interesting to you, please contact the Volunteer Placement Office, 751-8176.

Interested in trying something different?

One of the most important goals of the Auxiliary is that those who are volunteering, are happy in their positions. If you hear of an area or a position that might seem more interesting or challenging to you, don’t hesitate to contact the VPO office at 352-751-7186. They have all the current positions available and will be happy to talk to you or even set you up to shadow someone to see if the position might be for you!

Keep in mind, the office is not staffed 24/7, so leave a message and they will get back to you within 24 hours.

Our New Public Relations Department has become very busy!

They have a team that sets up a table at the Town Squares from 5:00-9:00 pm on Mondays at Spanish Springs and Thursdays at Sumter Landing.

They are being joined by the Gift Shop that will have a simple display and talking up the Gift Shop to those walking by. This offers so many possibilities for informing the community about our Auxiliary, and ways they can volunteer, but also the ways they can donate to

Brandenburg Express

Job Description

Work Shifts: Monday thru Friday
5:00-10:00 am • 9:00 am - 2:00 pm

Service Summary and Responsibilities:
5:00 to 10:00 am Shift
• Pick up donuts and ice from Walmart each morning
• Drive cart to sale area
• Prepare coffee to be ready to serve by 6:15 am
• Sell items to construction workers
• Restock, if necessary, before the 9:00 am coffee break

9:00 am to 2:00 pm Shift
• Sell at 9:00 am coffee break
• Restock, if necessary before the noon break
• Clean up the coffee pots
• Drive cart to storage area
• Restock for the next day
• Make deposit in bank

Skills and Abilities required
Must present a pleasant attitude
Good communication skills
Clean and neat appearance
Must be PUNCTUAL
Ability to balance books at the end of the day
The Shoppe sells clothing, books, household items, home décor, jewelry, collectibles, shoes, linens and some small furniture.

106 W. Lady Lake Blvd in Lady Lake
just two blocks south of the intersection of SR 466 and US Highway
Open Tuesday through Saturday from 10 am to 4 pm.

BLIND FAITH
Almost everything is accepted for donation at Ye Olde Thrift Shoppe (YOTS), but some things are harder to display and sell than others. One of the more difficult items is “Levolor style” and vertical window blinds. They easily tangle, parts get lost and of course the sizing is of utmost importance. Well none of that was going to slow down Kie Steve who started volunteering at YOTS in late August of this year.

She took on the challenge and loaded at least 50 sets into her car. She took them home, sorted them out, wrapped them with their hardware and measurements and returned them to the Shoppe for pricing. That was Tuesday afternoon. On Wednesday they were priced and put on display using a donated golf-bag rack and by Wednesday afternoon all but two were sold! Kie definitely has the kind of creativity and dedication that is making YOTS such a success.

It should be mentioned that Kie volunteered over 100 hours in her first six weeks at the Shoppe!

Ye Olde Thrift Shoppe is open Tuesday through Saturday from 10 a.m. to 4 p.m. and is located at 106 W. Lady Lake Blvd in Lady Lake, just two blocks south of the intersection of SR 466 and US Highway 441 – near the Lady Lake Historic Park. For more information call 352-259-5853

IT’S ALMOST TIME TO GET TVRH DECORATED FOR THE Holiday Season AND WE NEED YOUR HELP!
All you need to join us this year is a willing spirit and availability to work on November 30 • 1:00-4:00 pm

This year, due to construction, available space is quite limited. Therefore, we are making some changes to the decorations in the hospital. Instead of three trees on every floor, we will just put one tree per floor on the second, third and fourth floors, and a wreath. We will NOT be putting a tree in the main lobby this year. We will be using large wreaths instead.

If you like to decorate wreaths please contact the Decorating Chair, Billie Smith at: gejwsmith@gmail.com. She could use your assistance.

THERE WILL BE A SIGN UP SHEET IN THE CHECK IN CENTER (MAIN LOBBY). PLEASE SIGN IN IF YOU WISH TO PARTICIPATE IN THIS ADVENTURE!

The more that help, the quicker the job and the more fun we will have!!
You are probably already aware that TVRH is planning a transition away from these Clorox products to PDI Products. There have been Hospital staff discussions and product trials occurred over the last month. The PDI Representative and Kim Maddox, the Infection Control Nurse has been undergoing a roaming education for the transition this week. The plan is for distribution of the new products to all units over the next two weeks.

Additionally, a 3rd PDI product will be utilized in our procedural areas (O.R., Special Procedures, Endoscopy, Cath Lab and Bronchoscopy). These areas have and will continue to receive individualized training on their product as it is delivered in a bucket or pail version versus canister.

The PDI representative and Kim will do their very best to reach your teams. Kim has currently been attending your New Volunteer orientations every other Friday, but she would be happy to attend any sessions or team meetings you deem necessary.

**News Paper Articles**

We have been very fortunate to get coverage in the newspaper for a number of things lately. We have had coverage on the Musicians, Ambassadors, YOTS and other new things happening around the hospital. Naturally they don’t always get all their facts straight (I saw a picture stating that Carol Hughes was now president, LOL, that takes a load off me) - - but they are getting our name out there. Because of the efforts of Carol we are getting many new volunteers in all three categories, Hospital, Musicians and YOTS. A WORD OF CAUTION; permission for any interview or photos must be cleared through Kathy Houser at khouser@cfhalliance.org or 352 323-3278 BEFORE they can take place ANY and EVERY TIME.

**VIEW THE NEWSLETTER ON TVRH WEBSITE:**


Hospital video, direct link—**www.cfhalliance.org/giving-villages.html**