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Time to be thinking about Annual Awards.
The Hummingbird has been getting some great accolades about our volunteers. It’s time to think about who you might nominate!
Nomination forms are available at the check in location. See page 4 for details.

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!

OUR PRESIDENT’S CORNER
Congratulations to all of The Villages Regional Hospital volunteers.

We have donated over 1,000,000 hours of time to The Villages Regional Hospital. We had a small ceremony at the Foundation banquet commemorating this accomplishment and at the same time presenting a check for $1,000,000 to The Villages Regional Hospital for naming rights to the Emergency Room of the hospital. The exact verbiage for the plaque is yet to be determined but the Emergency Room will have TVRH Auxiliary on it. The hospital, Foundation and I all thank you for all that you do.

There will be NO Holiday Party ….. But!!

There will be no Holiday party this year because of the construction. To compensate, the Foundation is going to give each volunteer a Ham, Turkey or Vegetarian gift this year. A blast was sent out for you to fill out your request. You will then get a voucher to receive your gift. The instructions are in the blast that was sent to you.

The Foundation Newsletter

The Foundation News letter has just came out and I highly recommend that you go to this link and read it, www.cfhalliance.org/giving-villages-Foundation News. It explains the Foundation and all that we (the Auxiliary and Foundation) have helped do, and are doing, for the hospital. Another excellent job done by Shari Kumler.

American Legion

Anyone that is a member of the American Legion should let us know that you are so we can turn your hours in and they can get credit for members that volunteer. Just leave a note in the DC office or email the auxiliary office.

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The Hummingbird
The Villages Regional Hospital Auxiliary Foundation

1451 El Camino Real, The Villages, FL 32162
352-751-8176

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 skumler@gmail.com

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 Monroy - 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

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.

tvrhauxiliaryoffice@cfhalliance.org

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.

I thank everyone for all that they do for the hospital. I hope everyone has a very good Holiday Season.

---Jim Lemon, Auxiliary President

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 Health Care Facility.
- Ask if there is anything else you can do for the patient/visitor before ending the interaction.

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 first quarter wasn’t entered until April, so it was in the 2nd Quarter count along with the legitimate count for the second quarter. If you subtract 3,000 + hours the real count for 2 Quarter is 35,271. That still is somewhat high but all I can contribute it to is the additional help of the snowbirds.
**FLU SHOTS ARE REQUIRED**

Flu Shots are available at the hospital. If you do not get yours at the hospital, you must bring proof that you have received your shot to the Day Captain’s office.

Everyone should have their flu shot by now. If you don’t have it already, you will get a ribbon to put on your name badge indicating that you had your shot. If you do not get your flu shot you will have to wear a mask in the patient areas from December to April. They are really concerned over the spread of the flu and the possibility of Ebola. Speaking of Ebola, they do have a contingency plan in place in case of such an event. The likelihood in our area is minimal but they are prepared. There is a much better likelihood of spreading the flu, which is not good for a person whose immune system is already down, thus the necessity for a mask in the patient areas.

**OOPS!**

In *The Hummingbird* last month, under the AWARDS listing, we mispelled Karen Ritchey’s name. We are so sorry.

**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 right for you.

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**JUST A COUPLE OF REMINDERS**

The Cafeteria is closed until at least February. I’m not sure who started the rumor that it would be back open soon but that was just wishful thinking. Hang in there we are getting closer every day.

Just a reminder that there will be no eating at your job site. There are places out of the public eye that you may eat. It doesn’t look very professional to have someone eating in front of the public in the lobbies, especially when the Café is only feet away.

Also uniforms must be buttoned or zipped up ¾ of the way since we have noticed too many volunteers walking around with their uniform completely opened.

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**EXCITING NEWS ABOUT THE Gift Gallery**

The Buyers for the Gift Gallery buy 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.

**TAKE A CHANCE** on lighted reindeers, a Santa and lighted gift boxes. Find unusual stocking stuffers and the perfect exchange gift. And don’t forget the one of a kind jewelry.
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.

Holiday Shopping
THAT WON’T BLOW YOUR BUDGET

This is a wonderful time to stop by and see Ye Olde Thrift Shoppe decorated by our display team for the holidays, plus it’s not too late to take advantage of the wonderful holiday items for sale at YOTS. There are decorations, gifts, jewelry, party supplies, ornaments, holiday clothing and gift wrapping supplies – just to name a few. For example, we have Department 56 items for sale at incredibly low prices. We also have unique wreaths made by one of our talented volunteers, Cinda French. Cinda takes ribbons and other festive items that are donated to the Shoppe and creates beautiful wreaths that are sold at a very reasonable price.

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

Cinda joined Ye Olde Thrift Shoppe just over a year-and-a-half ago and has became a much sought after substitute because she is proficient in almost all aspects of the Shoppe - from customer service and cashier to pricing and display. Recently she has joined the Monday clothing team on as a permanent shift, but we know she will still be willing to help out when a substitute is needed.

ANNUAL AWARDS

Each year, we recognize the outstanding individuals at our Annual Appreciation Luncheon held in April, 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 DECEMBER AS FOLLOWS:

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

December 2 and 16

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.

Due to the holidays, ATM’s will not be administered on either December 23rd or 30th; therefore, volunteers taking their annual ATM can only take them on December 2nd, 9th or 16th.

The location: East Campus - 3rd floor Computer Room
The time: 8:00 to 11:30 am.
The TVRH Foundation’s annual Signature Black Tie Gala will be held at the Savannah Center in The Villages. The Gala will be on February 21, 2015 from 5:30-11:00 pm, to **Benefit the Expansion of The Villages Regional Hospital**.

The Foundation is 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.

Volunteers, may not want to attend this huge fundraising event as a donor of funds, but we are the best at donating our time. If we volunteer at the Gala, we won’t have to dress up formally, or be able to eat in the banquet hall, but we can enjoy the excitement and energy of the evening from behind the scenes, by greeting, ushering or by donating an item for the Silent Auction. A monetary donation would be used to purchase food for the volunteers that work the Gala, please notify Sandy Nusbaum at 2dusanusbaum@comcast.net. Items worth $50 or more are greatly appreciated.

A drawing will be held for both monetary and item donations by volunteers as a thank you for your participation.

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.

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**More Than Just Hours**

Since the early days of the Hospital Auxiliary, a group of volunteers have been working to raise money for our hospital to purchase special equipment, tools, or items of comfort for staff, visitors and patients. Over the past years money has been used to purchase everything from a stained glass for the chapel and lead vests to LED surgery lights and Xenex disinfection robots.

Now with the formation of the TVRH Auxiliary Foundation there is a renewed focus on this aspect of our Auxiliary. Volunteers are working to sell See’s Candy, promote fundraising cruises, and host the annual Hearts for Our Hospital Gala as well as supporting the on-going activities like the Gift Gallery, Café, and Ye Olde Thrift Shoppe with the goal of raising $10M for the expansion of our hospital.

Supporting our Hospital includes more than just working your four-hour shift once a week. You can participate in these activities just by donating items to YOTS or buying a box a candy. You can also volunteer to help staff an event like the Gala or even take an additional shift helping in the Gift Gallery.
Sara and John Valentine have been married since October 15, 2011. At one point, they were neighbors with different spouses. Sara and John’s wife played Bridge together and were good friends. John’s wife passed away in 2008, and Sara’s husband in 2009. John decided he wanted to start playing Duplicate Bridge, but he had no partner. One day, they ran into each other at the mailboxes. After greeting, John asked Sara if she wanted to be his Bridge partner. She had been considering getting back into Bridge, and agreed to do so. And so goes the story…

When Sara’s husband was in the hospital, she watched the volunteers. When her husband asked what she would do when he was gone, she told him she thought she would volunteer, which she has done for the past five years. She talked about how much she loved it to John and eventually, two years ago, John decided to volunteer also.

John started at the East Campus and is now the Department Chairman. He enjoys what he does. He likes meeting and helping people. “There is always something new, and it’s never boring,” he says. Sara is Chair of the Cath Lab. She loves what she does, and has an excellent team. She relinquished her spot in the Cathlab schedule, and because John works Thursday mornings, decided to try being an Ambassador on Thursday mornings. Sara loves people and she has a gentle, loving spirit which is very good for this position. She is able to give the time and attention needed to the patients and families when the volunteers are busy with duties. “Sometimes they just need someone to talk to and give them some time,” she says.

One of the special treats was to eat together in the cafeteria with friends, and they miss that, but are glad the construction will come to an end and they can go back to their lunch with friends. Because they both volunteer, they have a common interest and something they can share with each other.

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**Does Anyone Remember Millie Card?** Someone sent her a copy of our Newsletter.

We received a letter from Millie:

> Thank you so much for The Hummingbird Newsletter you sent me. I appreciated it so much and enjoyed reading all the news. My husband and I started volunteering at hospital a year after it opened and because of ill health, we left in 2008 or 2009. He died in 2011 and my daughter moved me to a nursing home near Niagara Falls to be closer to them. They are so good to me but I still wish I was in Florida.

> Again, thanks for the news. There have been a lot of changes,

Sincerely, Millie Card

If you remember Millie? Send her a Holiday card!!

Millie Card  
c/o Briody Health Care Facility  
909 Lincoln Ave - Rm 37  
Lockport, NY 14094
VOLUNTEERS CAN COME IN ALL AGES

We have several teens who are doing a great job! Stephanie Routzman and Madison Cowart work on Sundays for us. Staff and patients just love them. They will do anything staff needs them to do. They work together, pitch in and help each other and cover for one another. They both consider volunteering “a great learning experience”, as both plan to go into medical field. They consider it a “jump start”. We are truly lucky to have them.

We have several teens who volunteer, so when you see them, give them KUDOS for giving their time and talents!!

Thank You ... to everyone who came in to help make our hospital look festive for the holidays.

A SPECIAL THANK YOU TO
Billie Smith
FOR HER LEADERSHIP IN THIS PROJECT!

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