

Farewell to Ann Monroe. . .



After nearly eight years, Ann Monroe is leaving us to relocate out of state, moving to be near family. It is hard to imagine our East Campus Volunteer Services program without Ann – she has been the guiding force behind it since its opening in May of 2006. Ann came to us in February 2004 and spent the first year and a little more working with us on the West Campus, learning our program and preparing to open the new campus in Prescott Valley. Since then she has made the Volunteer Services program at East Campus her own, nurturing and building it until we now have 225 volunteers serving in the East Campus facilities. Though it will be hard to see Ann go, she goes with the fondness and gratitude of so many people whose lives she has touched while she was here. Best wishes and thank you, Ann – we will miss you.



Congratulations Nancy Thomes. . .



With Ann's departure, we had to consider who would be able to step up to the challenge of trying to fill her shoes, and the answer was obvious. Nancy Thomes has been our Volunteer Manager on West Campus for 3 1/2 years, and also had extensive Volunteer Management experience prior to coming to YRMC. We were fortunate that Nancy agreed to accept the position of Assistant Director and take over the reins on the East Campus when Ann departs. She has been spending what time she can with Ann in getting familiar with the way East Campus does things, and will officially begin her new position there on January 23. We will shortly begin the process of finding a new Volunteer Coordinator to work with Sue Baty on the West Campus, and we wish Nancy the best and congratulate her on her new role!



Why Be a Volunteer?

*It's not for the money,
It's not for the fame
and it's not for any
Personal gain.*

*It's for the love of fellow man.
It's just to lend a helping hand.
It's just to give the tithe of self.
That's something you can't buy
with wealth.*

*It's not the medals worn with pride,
It's for that feeling deep inside.
It's that reward down in your heart.*

*It's the feeling that you've
been a part of helping
others far and near
that makes you a
VOLUNTEER* anon

"The Pulse"

is a bi-monthly publication
of Volunteer Services of
Yavapai Regional Medical Center
1003 Willow Creek Road
Prescott Arizona 86301

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MVV Winners...

The MVV Award (Mission, Vision, Values) has been instituted to recognize volunteers who demonstrate a special understanding of how the Mission, Vision and Values apply to the daily volunteer routines. Selection of the winners is made by the all volunteer Advisory Committee.



l to-r- CEO Tim Barnett, Sue Steger, Gale Larsen and Norma Bauer

Sue Steger – is a native Arizonan, one of the few! She has served as Chair of the Library Cart for many years, also making rounds with the cart to the waiting areas and to the patients' rooms, ensuring appropriate reading material is available for those who desire it. She goes above and beyond for the library service, taking books we can't use to the public library, and she has on several occasions come in on weekends to move or redesign the library due to changing locations through the years. When the library cart was looking pretty ragged, she took it upon herself to refurbish it so that it is attractive and functional. Additionally, she is the one who takes care of all the awards for years and hours of service for all the west campus volunteers, sending out letters and getting the pins ready for people to pick up. It's an enormous job keeping track of several hundred volunteers' awards. *Sue joined us in 2000, and has contributed nearly 3000 hours since then. Thank you, Sue!*

Gale Larsen – moved to Prescott from Wisconsin with her husband, Terry, in May of 2003. They followed two children who had moved here in 1990 and 2002 and left behind three children in Wisconsin. Their blended family consists of five children and 14 grandchildren. She worked at the same metal stamping company in Wisconsin for 35 years starting as a receptionist and working her way through sales, marketing, production management and purchasing. In addition to working, she volunteered as a tutor for several years teaching English as a second language to a young Polish woman. Always interested in reading and various crafts, she picked up Mahjong and knitting along with a bit of mixed media print making when she moved to Prescott. Now that her husband has retired, traveling has entered the mix and several trips are either planned or "on the list." She now spends time working out at the Y daily, volunteering at the library in technical services and volunteering in the gift shop. She started out in the gift shop with a half day shift and then the oppor-

continued on opposite page

Winners continued from page 2

tunity came to design and display seasonal merchandise in the 10 windows at the West Campus.

Gale joined us in April 2009 and has contributed over 800 hours to YRMC. We are delighted to say congratulations to Gale on her selection as an MVV winner!

Norma Bauer – is a semi-retired teacher who also serves as an Ambassador volunteer at YRMC. She taught the primary grades following college at California Lutheran in Thousand Oaks, beginning a 31 year career that continued through their move to Prescott and teaching at Miller Valley School until 2001. She returned to teaching half-time in 2005 and continues to enjoy working with small groups of students in math. Norma and her husband, Clyde, have been active members of American Evangelical Lutheran Church since coming to Prescott in 1983. She sings in the choir, rings hand bells and organizes the volunteer offering counters. She is a member of the local chapter of Delta Kappa Gamma, a teacher's society, and has served as their treasurer for many years. Additional favorite activities include visiting family in Orange County and bowling on a local league. Norma says, "Volunteering at YRMC is a highlight of every week for me. It is a pleasure to meet and visit with patients. I am continually amazed at the appreciation expressed by them, as the experience feels like a great benefit to me."

Norma has accumulated 1700 hours since joining us in 2002. She is a two time winner of the MVV award, having won the first time in 2004. We are indeed fortunate that Norma continues to choose to come here after working hours at her teaching job, and share her time with our patients. Thank you, Norma!



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l to r– Fern Cole, Jean Dennison, Mary Jane Cisneros, Susan Anderson & CEO Tim Barnett

Fern Cole – grew up in Ortonville, a small town in western Minnesota, the youngest of four children. She attended St. Olaf College and while playing in the college band met Wally Cole. They married while Wally was attending Luther Seminary in St. Paul and had two sons, David and Steven. When the boys were 5 and 7 Wally received a call to begin a congregation at Rock Point, AZ, in the middle of the Navajo reservation. Fern studied the Navajo language and was able to help with the translation of the Bible into Navajo. Fern says, "There were many chances to see the world through different eyes, like the time an old man speaking in Navajo called me 'my grandmother' and meant it as a compliment. It took a few minutes for me to accept it as a term of respect." Both their sons eventually returned to work at Rock Point after college, and eventually presented Fern and Wally with six grandchildren. The Coles retired in 1990 and moved to Prescott, experiencing some culture shock when they got here – everyone spoke English! Both Fern and Wally volunteer at YRMC, he as a Chaplain and she as Chair of our Ambassador volunteers. She says, "We are grateful to be able to give back to the hospital that has cared for us both."
Fern joined us in 2001 and has contributed 1700 hours since then – thank you, Fern!

Susan Anderson - is also a two time MVV winner, having won the first time in 2009. She has worked at the Information Desk since 2003, and in 2009 began also working in the gift shop. Recently she also cross trained to work in the Cardiac Cath lab and surgery waiting rooms as a substitute. She says, "After I'd been here a short while, I recruited my dear friend, Mary Jane Cisneros to also volunteer and we have been Tuesday evening teammates ever since. (She's the one with the gorgeous hair and Texas accent). When the IDEA program was introduced at YRMC, we commented that it was really nothing new. Its premise is as old as the original Golden Rule – treat others the way you want to be treated. IDEA just gives us specific guidelines for meeting the mission, vision and values of this hospital. Over the years, we have found that no two Tuesday evenings are alike. But on nearly every shift, we look at each other at least once and smile in realization that we really have made a big difference to someone." She continues, "To me, the rewards for volunteering are simple, meaningful, and abundant:

- appreciation from hospital staff, nurses and doctors
 - smiles and thanks from patient, families and visitors
 - camaraderie of kindred souls – the other volunteers and just knowing that I do make a difference
- Thank you for what you give to me.

continued on page 5

YRMC VOLUNTEERS 2012 HEALTH ASSESSMENTS

Free Benefit for Volunteers

The Health Assessment Blood Panel includes lipids (cholesterol, triglycerides, HDL, LDL) and fasting blood sugar. Also included will be pulse, blood pressure, and body mass index.

TO PARTICIPATE ON THE WEST CAMPUS

Please call the Volunteer Office at 771-5678 to sign up:
February 21 and 22 from noon - 4 pm ONLY

Blood draws will be done in the Bradshaw Room:
Feb 28 & March 1 from 7:30 - 9 am

Counseling sessions will be held in the Bradshaw Room:
Mar 20 from 1:00 - 2:00 pm

TO PARTICIPATE ON THE EAST CAMPUS

Please call the Volunteer Office at 442-8678 to sign up:
February 20 - 22 ONLY

Blood draws will be done in the Quail Room:
Mar 6 & 7 from 7:30 - 9:00 am

DON'T MISS THIS ONCE A YEAR OPPORTUNITY!

MMV Winners *continued from page 2*

Susan has contributed over 2000 hours to YRMC, and the thanks due are to her, for her outstanding dedication and commitment.

Mary Jane Cisneros – made a “leap of faith” with her husband Freddie and moved to Prescott from Houston in 1993, a decision she says they *have* never regretted. Before leaving Houston, she was a volunteer at a recreation center for older adults and she also worked in the gift shop at Sharlot Hall Museum for 10 years in addition to working in the office at her church. There she met Susan Anderson, who encouraged her to volunteer at YRMC. She says, “At about that time I had successfully completed Rocky Higgins’ smoking cessation classes at the hospital, so it seemed like a ‘no-brainer’ to come here.” She has worked the 4 – 8 pm shift on Tuesday evenings with Susan since 2005, and says, “I am so grateful to be part of this volunteer family.” *Mary Jane has contributed over 1200 hours since joining YRMC. We are so happy you are part of our volunteer family, too, Mary Jane!*

Jean Dennison – was born in Rochester, NY and raised in the small town of Fairport until her parents moved to southern California when she was 14. She says she was shy and concerned about meeting new people but got over it when she attended 3 more high schools before graduating. She met her husband at John Muir Community College, in chemistry class, and they obviously had chemistry because they have been married 59 years! They have four daughters, 9 grandchildren, 2 great grandchildren, and two more on the way. Jean retired from a career in banking 20 years ago and moved to Prescott. She began volunteering at YRMC about 5 years ago, hoping to work with babies or young children. Nothing being available in that area she ended up in the Emergency Dept, and says she has never been sorry. She likes staying busy and she can always find something to do in ER! Jean says, “Volunteer work has always been rewarding and interesting, perhaps that’s why I enjoy it so much. I have been involved with many organizations that use volunteers; Girl Scouts, Big Brother/Big Sister, PTA, Sharlot Hall Museum and PFAA.” *Jean serves as Chair of the Emergency Dept volunteers, and has contributed 1300 hours to YRMC. Thank you, Jean!* ●

“No matter how big government gets, and no matter how many services it provides, it can never take the place of volunteers.

Ronald Reagan

Request/Reminder

We are again requesting that you do not offer positions to volunteers without going through the volunteer office first. Even if you are transferring or an opening occurs, please refer anyone interested to the office first rather than offering it to someone. There is no way you can know whether or not we have someone we have promised it to, or have names on a waiting list for openings that occur, or otherwise have reasons why the person you tell is not the right fit for a position. We are having numerous occurrences of this happening again recently and it can lead to hurt feelings and resentment when someone thinks they can have a position and we have to tell them differently. Remember, with 900 volunteers, it’s chaos if everyone is placing people when openings come up. It needs to be a function of the volunteer office staff only to offer a position to someone. Thank you!

Sincere Thanks

It is with humble gratitude that we once again express our thanks for all that our volunteers did for us over the holidays – cards and gifts, well-wishes – all were so very appreciated and we’re all overwhelmed at the generosity shown to us. Each of us wants to thank you from the bottom of our hearts – we all know how very blessed we are.

Lynnel, Ann, Nancy, Sue and Sue

T.E.A.M. Awards — Special Recognition

T.E.A.M. Awards go to volunteers and others who do something special that makes a difference at YRMC. Special recognition goes to the following volunteers:

Dale Abbott (from staff)

Dale graciously agreed to come in on short notice to take an extra shift when we needed a driver. His dedication to YRMC and our patients is truly appreciated.

Marlene Beasley (from staff)

Marlene in addition to all her Chaplain duties is a constant blessing to the gift shop. She came in both days of our **Books Are Fun** sale and took care of the Payroll deduction for us. We are always appreciative of all the work the volunteers do for us. Especially when it is more than what they have committed to do.

Dottie Blackman (from staff)

Dottie came in to work a shift on our recent special sales event, **The Bath and Beauty Works**. We appreciate her coming in to work the special event that generates special income for the gift shop and ultimately the hospital. This Dottie did in addition too her regular weekly shift.

Jeanne Frederiksen (from staff)

Jeanne came in recently when we had our **Bath and Beauty** event, also our **Books are Fun** fund raiser. Jeanne is so good about working extra shifts as well as special events. She always works on the Saturday daytime shift with her husband, George and we appreciate her doing that as it is always hard to get someone to work on the weekend,

Jerlynn Gjede (from staff)

Jerlynn is an ambassador and spends time visiting patients on the floors. She was able to comfort an calm an elderly patient who was very distraught. She exemplifies our Mission, Vision and Values, showing

care and concern always with respect. She has such compassion and love for others. What a blessing Jerlynn is to our patients and staff.

Gale Larsen (from staff)

Gale came in all week to put in our Christmas display windows. She worked on their design in very close quarters. Our windows looked fabulous, thanks to all her hard work and creative endeavors. She brought some props from home. We had quite a few inquiries about her old fashioned sled. We are very thankful to have the creative artistry of Gale.

Terry Larsen (from staff)

Terry comes in and supports Gale when she is putting in our display windows, He backs up her work with creating backdrops too show off what Gale has designed for the windows. They are a valuable couple and we are fortunate to have their hard work and dedication in support of the volunteer values.

Marcie Raney (from staff)

Marcie coordinates the workers for our special sales and works one of the shifts also. I depend upon her for the sales events at the West campus to go smoothly, and they always do, thanks to her. She also works the Wednesday evening shift and comes in on Sundays after church to work with the greeting cards. Marcie has ordered all the cards and paper goods for the gift shop for many years. (Too many for me to remember exactly)..

Nancy Piehl (from staff)

Nancy recently took on an additional role in volunteering on the 3rd floor. She has been trained to answer call lights to assist with non-clinical needs. Her assistance has proven invaluable to

the staff and our patients. Thank you for once again taking on a leadership role on the 3rd floor

Phyllis Sylvester (from patient) she was smiling, friendly and helpful.

Pat Ware (from volunteer)

She came out from behind the front desk to greet people and ask if they needed help.

Phyllis Troutt (from staff)

Phyllis is always so good about coming in on the early shift (7 a.m.) for our special events. These special events generate extra income from the gift shop for the hospital, but it is hard to get someone to take the early morning shift, however, if she is available, we know she would do it for us. And she was here to help with our recent **Books are Fun** sale. It is very special when a volunteer takes on special duties and we truly appreciate their help! Phyllis also volunteers in the mammogram department. ●

A girl on the street is pointing up at the sky. "Look, an angel", she yells. Passersby laugh, "You fool, that is only a cloud."

How wonderful it would be to see angels where there were only clouds.

How sad it would be to see clouds where there were angels!

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New YRMC Volunteers
 We welcome you all you
 to our volunteer family!

- Margarita Arellano
- Laraine Bonczek
- Linda Burrell
- Carol Cleland
- Marcia DeVries
- Kelly Donahoe
- Brianna Gallo
- Allison Grace
- * Chloe Grace
- Debra Jabs
- Thomas Jarman
- Margarita Johnston
- Georgia Johnston
- Jennifer Jording
- Michael Keller
- Joy Klausen
- Carol Loftus
- Bonnie Marshall
- Robert Marshall
- Rex Naumetz
- John Peters
- Christine Salt
- * Barbara Shire
- Merilynn Snyder
- Kathryn Vines

Many Thanks!

Calendar: February thru April 2012

February 14 - Happy Valentines Day!



February 20 – Health Assessment Sign ups
 begin. Please see page 4 for specific
 campus dates

February 20 – West Campus New volunteer
 orientation – Spruce Room - 8:45 a.m.

March 13 – Advisory Committee Meeting
 4 p.m. - Spruce Room

March 17 –Happy St. Patrick’s Day!



March 20 – Happy Spring!



March 19– West Campus New volunteer
 orientation–Spruce Room – 8:45 a.m.



April 08 – Happy Easter!

April 15 to 21 – National Volunteer Week!

April 16 – West Campus New Volunteer
 Orientation–Spruce Room – 8:45 a.m.

April 19 – Annual Recognition Luncheon
 11 a.m. – Prescott Resort



Orientations and annual reorientations for East Cam-
 pus will be scheduled as needed by Nancy Thomes

East & West Campus
Gift Shops

10% OFF COUPON
any single non-sale
item

Valid through June 30, 2012
 One coupon per person please

There is no sales tax on gift shop items!

*“We make a living
 by what we get, we
 make a life by what
 we give.”*

Sir Winston Churchill



Volunteer Services
Yavapai Regional
Medical Center
1003 Willow Creek Rd.
Prescott AZ 86301

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April 15 – 21
National Volunteer Week

Please Join YRMC Volunteer Services
for our Annual
Volunteer Recognition Luncheon

Wednesday, April 19, 2012

11 a.m.

The Prescott Resort

Come see what we have planned for you this year!

Invitations to follow. . . .