

The Pulse

Yavapai
Regional
Medical
Center

Volunteer Services Newsletter

July, August, September 2009

Annual Volunteer Recognition. . .

April is National Volunteer Month, and there were many things going on at YRMC to celebrate our wonderful volunteers! Many departments went further above and beyond than ever before in planning special recognition lunches, baked goods, parties, gifts, etc. to make their volunteers feel appreciated.



ADCO execs help with closing entertainment.



Volunteer Department staff - closing entertainment.

Capping the celebrations was our annual recognition luncheon at the Prescott Resort on April 30. We had the biggest crowd we've ever had – very close to 500 people attended. As we said at the time, it is incredible to look out over a huge room full of that many people who give of their time and talents at YRMC. It's humbling and inspiring.

We added some fun and different elements this year, and feedback has been 100% positive – we keep hearing it was the best event we've ever had! We added a "Let's Make A Deal" style prize giveaway that was a lot of fun. In recognition of reaching the milestone of topping **100,000 hours served by volunteers in 2008**, we and our top executives handed out 100 Grand candy bars to everyone, to a rollicking tune called, "Let's Hear It For The Volunteers" that got everyone clapping along. Great fun!

Special Recognitions this year were given to **the Hospice Volunteer of the Year, Mary Ann Cummings; West Campus Volunteer of the Year, Roger Weaver; East Campus Volunteer of the Year, Mark Dyer and Sandy Zinn-Martin Winner, Pat Janiszewski.** Read more about these special people in an accompanying article.

Top hours and Years of Service recognitions go to Dorothy Kalabus with 28 years, and Margo Urgitus, with 22 years. Bettie Herbert takes most hours with 9,836. For Hospice, Bette Schmidt has both most hours, with 6,335, and years, reaching 15 years in 2008. Our congratulations and gratitude go to these most accomplished and special people who contribute so much to making YRMC what it is. Thank you! In a special one time only engagement, the event was brought to a close with entertainment brought at great expense (to our nerves!) by Volunteer Department Staff, supported by YRMC executives. We did a special rendition of "Volunteers" (better known as the tune to "My Girl"), with choreography by Nancy Thomes, WC Volunteer Manager, and sung by staff member Deborah (Pepper) Felo from Admitting. It was great fun and our efforts, clumsy as they were, seemed appreciated by the volunteers. It was a great event and as always, any opportunity to share our appreciation for our volunteers is wonderful. Thank you to all who attended, and for those who missed it – see you all next year! ♦

“Reflect upon your blessings, of which every man has plenty, not on your past misfortunes, of which all men have some.”

Charles Dickens

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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.



Gunnar Ohlson (l),Bobbie Bigus & CEO Tim Barnett (r)

Bobbie Bigus serves in two areas as a YRMC volunteer - she works in the Cardiac cath lab and also serves as Chair of the Mammography

volunteers at the Del Web Outpatient Center in Prescott Valley. She and her husband, Jack, (also a Chairperson, of the Information Desk volunteers at DEW) have been married 58 years and have 6 children, 8 grandchildren and 1 great grandson. They came to Prescott 21 years ago from Phoenix and are originally from New Jersey.

As a retired R.N., Bobbie thought to volunteer at YRMC for a few years would be a good thing. Those few years turned into 20 years! Bobbie started in the old hospital in the surgical wing. After the first addition to YRMC was built, they moved patients to the third floor. Bobbie was then asked to go to the 4th floor as volunteers were needed there. She and Jack were also at the Endoscopy Desk when it was where Human Resources reception is now. When YRMC opened the next addition and the cardiac cath lab opened, Bobbie went there. About the same time YRMC opened the Del E Webb Outpatient center in Prescott Valley and she was asked to come to mammography there. She still volunteers at these two units and has for close to 10 years. Bobbie says, “Working and meeting fellow volunteers and a wonderful staff at both places has made for a good experience,”

“Bobbie has contributed over 4,500 hours since she began her YRMC volunteer “career”. As one of our longest serving volunteers, Bobbie’s dedication and commitment to YRMC is a treasured gift!”

Gunnar Ohlson was born in the small town of Sunne, Sweden and immigrated to the US on the SS Gripsholm, settling in Chicago, Illinois. He lived there with his family until he entered the Army in 1943. He served in France and was wounded just before his unit entered Germany. He was transported back to the states aboard the SS Gripsholm. . .now a hospital ship leased from Sweden! After a period of recovery he went to the University of Illinois to receive a degree

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Winners *continued from page 2*

in Engineering. In the middle of his studies he met and married his wife, Mariann, who also now volunteers at YRMC. After graduation they finally located in Glendora CA. He worked at General Dynamics Missile Division, rising to the position of Director, and retired in 1980. They have 3 children, Jan Randall (now a nurse at YRMC), Gregory, a toxicologist for the state and Gary, a retired Air Force man now in management at Level 3 Corporation.

Gunnar says, "Volunteering gets into one's blood. I worked with Habitat for Humanity for about 12 years. Mariann and I volunteered at Mesa Verde National Park for 14 years doing a variety of jobs including architectural design work. Volunteering at YRMC gives me an opportunity to work with a great and compassionate staff, and as most volunteers say, 'give something back to the community.'"

"Gunnar joined YRMC in 2007 and has contributed over 500 hours as an escort, taking people throughout the hospital. Congratulations and thanks, Gunnar." ◆

Special Recognitions

The annual announcements of the Volunteers of the Year and the Sandy Zinn-Martin Award Winner are made at the Recognition Luncheon each year for the previous year. Our winners for 2008 are profiled below. Once again, our most sincere thanks and congratulations to these wonderful people who serve at YRMC.

Mary Ann Cummings – 2008 Hospice Volunteer of the Year.

Mary Ann has been an incredible asset to the Hospice program. She is currently volunteering with a terminally ill patient in a care home. One of the patient's last wishes is to complete a series of paintings before she dies. Mary Ann assists the patient in setting up the easel and getting her whatever she needs.

On days the patient is too weak, they talk. The care home staff told the hospice social worker that she was the best volunteer from any agency they had ever seen. They said she was a true advocate for the patient and wasn't afraid to roll up her sleeves and get involved. Mary Ann is also a vigil volunteer. A vigil volunteer is someone who is specially trained to sit with people when they are actively dying and bring comfort to the dying process. Mary Ann has gone out in the middle of the night and has sat all night long with a patient so that



Hospice VOY Mary Ann Cummings (l) with Hospice Vol Coord Susan Wedl and Director Sue Robinson (r)

From the Bottom of My Heart. . .

At the April luncheon I was blessed to be presented with the gift of a most beautiful heirloom quality quilt, Pat Ware presented it to me on behalf of the volunteers, and I was so moved I was nearly incapable of speech. You can never know just how much your generosity and thoughtfulness touched me. As ever, I am humbled and privileged to work with and for people such as all of you. Your caring and generosity of spirit knows no bounds. Thank you all from the bottom of my heart.

Lynnel

Special Attire for Volunteers

When it was announced recently that staff was allowed to wear western wear during Rodeo Week, we were asked to let volunteers know when they can also dress in keeping with special events or seasons. We decided to simply make it official that there are three times during the year when it is allowable for volunteers to wear special attire rather than their uniforms.

During Rodeo Week, during Halloween week and during the month of December for the winter holidays it is acceptable to wear attire that is in good

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Special Recognitions & 2008 Honorees

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they didn't have to die alone.

She is also trained as a bereavement volunteer and has sat with survivors and provided comfort during the grief process. She has done all this with compassion, class and caring.



EC VOY Mark Dyer with EC Mgr Ann Monroe

Mark Dyer – 2008 East Campus Volunteer of the Year.

Mark is one of our hardest workers. As Chair of the Information Desk, he often fills in as a sub in addition to his own regular shift and scheduling duties. He has been volunteering at the East Campus since opening day and has also served as an Escort and helped with mail delivery. Mark and his brother were born and raised in Dalhart in the Texas Panhandle. After high school and 2 years at Texas Christian University, Mark worked for the Rock Island Railroad for a couple of years and then went to Denver. He spent 12 years with a Denver manufacturing company. While in Denver, he met his future wife Marcia and they are celebrating 50 happy years of marriage. Skiing was also a pleasant discovery in Colorado and Mark not only served on the Ski Patrol at Win-

ter Park but also enjoyed serious racing.

Migrating eastward, the Dyers spent two years in Vermont and then 25 years in Upstate New York.

Since retiring in 1996, Mark and Marcia have lived in Prescott Valley and enjoy their two daughters and three grandchildren, all living close by.

Dependable and energetic... a man well deserving of this award.



WC VOY Roger Weaver with Director Lynnel Walters

Roger Weaver 2008 West Campus Volunteer of the Year. Roger has served as a YRMC volunteer for over 13 years and accumulated more than 5000 hours of service. More important has been the way he has performed all that service, which is what sets him apart and earned him this award. Roger has more TEAM awards written by patients, visitors, family members and fellow volunteers than any other volunteer – his file is stuffed full of them, all praising the cheerful, friendly, funny, and always helpful and upbeat way that Roger performs his escort duties. He is one of

very few three time MVV winners, being selected by the Advisory Committee in 1996, 1998 and 2008. Roger has served as a past Chairperson for the Escort volunteers, and also has a long history of being specially requested for events as varied as golf tournaments, open houses, tours of new facilities – any time someone helpful, smart, professional and friendly was needed, it was Roger people thought of. Roger has that “sparkle” that we look for in the volunteers who are the first people that patients and visitors meet when they come to YRMC. He makes that first impression the best that it can be, outstandingly representing YRMC and “who we are”. Thank you, Roger!



Sandy Zinn-Martin Award Winner Pat Janiszewski (r) with Director Lynnel Walters

Pat Janiszewski - 2008 Sandy Zinn-Martin Award Winner. This award was created in honor of a most amazing volunteer who gave so much of herself to YRMC, and was an example of what going “Above and Beyond” means. Sandy was lost to us in a car accident in 2001 on her way home from volunteering and also bringing a meal to a volunteer who had surgery and was housebound. Her loss sparked us to create this award to recognize someone who,

like Sandy, goes, "above and beyond" in their service and dedication, This year's honoree is Pat Janiszewski, who has a long history of giving back to her community, beginning in girlhood. She has given of her talents at all three campuses of YRMC, beginning at West, moving to the Del E Webb Outpatient Center, and currently at the East Campus. Her area of special expertise has been the gift shops, where she began when she joined us in 1998. During her time at DEW, she served as Chairperson there, training and supervising volunteers working at the kiosk. She was instrumental in getting the EC shop set up prior to opening, and worked side by side with the manager training volunteers and getting the shop stocked and set up to open. Since then she has stepped up with extra help whenever it is needed, including running the shop when the shop manager is gone. She won the MVV award in 2006, has contributed over 2300 hours and always exceeds the benchmark of "Above and Beyond" in her volunteer service. Thank you Pat! ◆



Congratulations to East Campus' Ann Monroe, whose daughter recently earned her PhD in Anthropology –Middle Eastern Studies from Stanford University!

Musical Notes at YRMC



Visitors, staff, volunteers and even patients who were able to be in the cafeteria areas of both east and west campuses have been treated to performances by our musical volunteers in the spring and again recently. Luana Mangold, Music Program Coordinator, has said she expects to continue to arrange these mini-concerts four times a year, in "tune" with the seasons.

We have had some new musically talented people join our



Derek Lau (Finance) is a violinist - WC



Tracie Cripps with her guitar - WC



EC COO John Amos enjoys Liz Briggs' piano stylings.



Staff member John (EVS) enjoys Maxine Carr's performance at EC



Deborah (Pepper) Felo sings at WC



Alicia Bauer vocalizes at EC (with Liz Briggs)

music program, including some vocalists, a welcome addition to those who share their talents with us. "Music hath charms to soothe the savage breast, to soften rocks or bend a knotted oak", so goes the Wm Congreve quote. We have seen how music adds to the healing process, and we're so glad to be able to provide that extra bit of caring at YRMC. Many thanks to Luana Mangold and all our musical volunteers! ◆

Annual Recognition Luncheon



100 Grand prize distribution - CEO Tim Barnett



Prize Patrol - "Let's Make A Deal"



Best crowd we've ever had!



Donated Stitchery by our Monday Club Sunshine Stitchers, Yavapine Needles, Hug-A-Bears and individuals, plus PAWS mascot, who needed a name!



Robbie Nicol, Development Director and Mark Timm, Human Resources Director - Intermission!

April 30, 2009 — Prescott Resort



ADCO members entertain the crowd



Luana and Nancy (r) calling prize winners



Nearly 500 strong!



Pat Ware (r) presents Lynnel with quilt



Your Volunteer Services Staff - 2009!

T.E.A.M. Awards-Special Recognition

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

Jean Elhard staff.

Jean came in at 6:45 am to help with our special event, **Paula's Bags**, in addition to her regular shift. In order to keep our computer work up to date she will also come in on a Saturday or Sunday.

Jeanne Frederiksen staff

Jeanne is always ready to help us out when we need extra help. She came in and worked our special event, **Paula's Bags**. She is very dependable. We are glad she works the gift shop!

Jane Jackson staff

For all the hard work you put into the team awards. . .for collecting them, researching who they are for, what unit, typing them up, and for continuing to find ways to improve the process.

Fanny Moreland staff

Fanny worked our special event, **Paula's Bags**, as an extra shift! She regularly works the Friday afternoon shift. She is very dependable and we appreciate her extra effort.

Emma Paradise staff

Emma took the early morning shift for **Paula's Bags** Tuesday. Emma is one of those volunteers who is always ready to help when we need her.!

Sue Cholewa, Freddi Davis, Sara Hanson, Bettie Herbert, Jane Jackson, Fran Willes, Penny Reed, Sharon Schmidtke and Jonnie Stowe

A big THANK YOU for all the work you did stuffing the 2008 Benefit Statements. Your contribution helped us complete this project by our prescribed deadline!

Mary Fedo-Smith staff

Mary has taken on a number of extra shifts for the Snack Cart recently. With her assistance we were able to maintain the 5-day service. We appreciate her graciousness and willingness to do these extra shifts.

*LOVE doesn't make
the world go around,
but it makes the ride
worthwhile.*

Franklin Jones

NewWest Campus Volunteers

- Jane Alley
- John Alley
- Howard Barker
- Kelsey Bergstrom
- Doris Halstead
- Marie Harshman
- David Hartke
- Julianna Henrickson
- Pamela Hughes
- Harry Boden
- Harly Danner
- James Hurst
- Amanda Dougan
- Richard Drake
- Lynda Foldesh
- Ellen Klein
- Josie Konzem
- Gale Larsen
- Shelby Lichtenberger
- Susan Maldonado
- Taylor Markey
- Dolores Meadows
- Mildred (Milly) Norman
- David Niles
- Elizabeth Pereboom
- Nancy Piehl
- Gregory Piehl
- Dorris Sue Strehlow
- Richard Strehlow
- Virginia Snyder
- Linda Snyder
- Regina Wiley

**East & West Campus
Gift Shops**

10% OFF COUPON

any single non-sale item

Valid through December 31, 2009

One coupon per person please


Remember, there is no sales tax on gift shop items!

Attire *continued from page 3*

taste and appropriate to the season/event. Please use good judgment and don't wear anything that would interfere with the performance of your duties or would not be appropriate to a hospital setting. Other than these times, we do ask that you wear the approved volunteer uniform. Thank you! ♦

Calendar

July-Aug-Sep 09

- July 20 WC New Volunteer Orientation
8:45am - 3 pm,
Spruce Room
- July 22 WC Reorientation -
Spruce Room
Anytime between
10 am and 2 pm
- July 28 Special Advisory
Committee Meeting
4 pm, Spruce Room -
WC
- Aug 17 WC New Volunteer
Orientation
8:45 am - 3 pm-
Spruce Room
- Sep 07 Happy Labor Day 
- Sep 08 Advisory Committee
Meeting 4 pm EC
Pronghorn Room
- Sep 21 WC New Volunteer
Orientation 8:45 am to
3 pm - Spruce Room
- Oct 05 WC Reorientation
Spruce Room - any
time between 10 am
and 2 pm

*“Life is like riding
a bicycle. To keep
your balance,
you must keep
moving.”*

Albert Einstein

Congratulations!

Recently several members of the Prescott Noon Lions Club who serve as YRMC shredders were honored with very prestigious awards from the Lions Club International Foundation. The Melvin Jones Fellowship is an award recognizing the

donation of over \$1000 to the Lions Club organization for their humanitarian works. Three of our shredding crew Lions received this award recently; Jim Townsend, Richard “Buz” Williams (WC) and Dan Burt (EC).

John Miller, chairman of the “Shredding Crew” recently received the Melvin Jones Fellowship Progressive Award, recognizing that he has contributed additional \$1000 donations to the LCIF, this is the highest honor the Lions Club International Foundation bestows.

Miller, a 20 year Lions Club member, was quick to emphasize that his award was due to a great group of Lions, his fellow shredders, and the dedication they all show in their weekly service.

The Noon Lions Club has an extraordinary paper recycling project that has garnered the club international recognition. The shredders handle the increasing amount of paper needing shredding and recycling at YRMC, put that



Jim Townsend (l), John Miller (c) and Buz Williams (r) with their Melvin Jones awards

together with the other paper collected in our area, and eventually take it all to a recycling center, all of which contributes to the good works the Lions do in our communities.

We are very happy to offer our congratulations to these four exceptional men. We're proud that they choose to offer their time and talents at YRMC! ♦



Dan Burt (EC) with his Melvin Jones award



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Just For Fun. . . .

Do you have any idea who this handsome specimen is? Take a good look, and see if you can spot the resemblance to someone you may have seen or even worked with! He's a YRMC volunteer -that's all the tip we're going to give you. If you think you know, or have a good guess, let us know in the volunteer office. . .there may be a reward if you're the first to get it right!

