

## Our Volunteers Are Saying...



**Frank Postuma, West Campus Courtesy Cart Driver** shared that he enjoys how most of his passengers who are either being admitted or visiting a patient, are in such good spirits, he rarely encounters anyone who is worried or anxious.



**Lourna Crooks (left), East Campus Ambassador, and Judy Ritti, East Campus Patient Services/Cabinets**, said that their friendship started while they were volunteering at YRMC. As they talked and shared with each other, they found out they had many things in common, including the sad fact that they both had lost husbands around the same time. You can always find Lourna and Judy sitting for hours in the cafeteria after their shifts sharing their lives with each other.

**Liz Briggs, East Campus Pianist**, shared that “I love to play music because it touches people in a way that nothing else can. An example: A woman was sitting in the lobby listening to me play. When I finished, she got up, walked over, and said that she was visiting her mother who was dying and just had to take a break. Now that she was able to listen to the music, she said that she was ready to go back up to be with her mother. Yes, music touches the heart.”



**Jerlynn Gjede, West Campus Ambassador**, shared this thought after one of her days visiting patients. She remembered a philosophy professor stating, “You don’t have to leave your mark, just make a difference passing through.”



**Sonia Clarke, West Campus Survey Volunteer**, shared that she recently struck up a conversation with a woman who told her that she was here for a job interview. Sonia took that opportunity to encourage and support her with positive comments about how nice she looked and what a great place YRMC was to work. Sonia added, “We all have opportunities to touch each other’s lives, and we do it in many different ways because we are all uniquely created.”



**Make today be  
ridiculously amazing!**

***We treasure your stories and experiences!***

## A Few Reminders



Our state surveyors are due to visit YRMC soon, and we want to remind you to please: Keep patient information confidential and covered at all times.

Make sure you're wearing your badge.

"Gel in and gel out" when entering and exiting patient rooms.

Answer any questions from the surveyors to the best of your ability. If you are uncertain of the answer, tell the surveyors that you can obtain the information by calling either the appropriate department or the Volunteer Services office.

*Thank you!*

## We Welcome Donations!

### For Our Gift Shops:

Bud Vases  
Soft & Hard Cover Books  
(in excellent condition)

**For Our Off-Campus Stitchery Groups: Yarn**

**For Our Hug-a-Bears and Pillows: Fabric**



## DONATIONS

Our off-campus stitchery groups donate handmade items to the Family Birthing Center. Our Hug-a-Bears go to children who are patients in the Emergency Department, and pillows go to our post-surgery patients. All of these items are genuinely treasured by everyone who receives them.

Please drop off items at the Volunteer Services office on either campus.

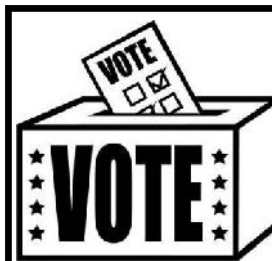
*Thank you!*



## Volunteer chairs at a recent Advisory Committee meeting

It was so nice to have our East Campus volunteers join us—we look forward to more combined campus meetings in the future!

FYI: Our bi-monthly meetings are open to all volunteers. Please see staff for additional details if you'd like to attend.



## Election Time!

Please refrain from engaging in political discussions during your volunteer assignments. These topics can be sensitive and controversial, and are not appropriate while volunteering.



## Quiet Time on Patient Floors Daily from 2 - 4 p.m.

If you've been on the patient floors between 2:00 and 4:00 p.m. you may have noticed dimmed lights and perhaps a little less activity.

To encourage more rest for our patients, we all need to be mindful of these new quiet hours. This doesn't mean that you shouldn't perform your assigned tasks - you may just want to be extra quiet in how you interact with patients. As always, please do not enter rooms where patients are resting.

Signage regarding this initiative is in place throughout the facility.

## *Save the Date*

### *Gift Shop Holiday Open House*

*East Campus November 14, 1:00-4:00*

*West Campus November 21, 1:00-4:00*

*The stores will be decked out in Holiday cheer  
and you will be able to enjoy special discounts*



Patrick Bright, pictured here with Philanthropy staff members Chamine David and John Goodenow, is our first volunteer to receive a Grateful Patient Program pin. A patient commended Patrick for being thoughtful and a great listener while on his rounds as a YRMC Ambassador. The Grateful Patient Program is designed to recognize staff and volunteers who make a positive difference in patients' lives. Information about the program has been shared with most of our volunteers and was included in a recent issue of *The Pulse*. Program brochures are available throughout the hospital. As you interact with patients, feel free to encourage them to consider the Grateful Patient Program to acknowledge someone's good deeds.



### **Volunteer Recruitment Activities**

Louise Scott, East Campus volunteer, represented the volunteer Services department at the Home, Health and Lifestyle Expo held in September

in Prescott Valley. Volunteer assistance at these events is invaluable, and, according to a good source, "Louise is a natural in this role!" A reminder: Word of mouth is our best recruitment tool. Feel free to spread that word, and you'll receive a gift certificate with our appreciation!

### **From the YRMC Newsroom Hybrid Operating Room (OR) opens in the James Family Heart Center at YRMC West**

Western Yavapai County residents of all ages who suffer from heart rhythm disorders (arrhythmias) now may receive specialized treatment from Cardiac Electrophysiologist Nisha Tung-Takher, MD, who recently joined Yavapai Regional Medical Center (YRMC) PhysicianCare Cardiology. The Hybrid OR allows Dr. Tung-Takher to diagnose patients using permanently integrated imaging equipment and then immediately follow this with a therapeutic procedure.

### **BreastCare Center Expands Mammography Service Days at YRMC East**

For many women, their weeks are so full with family, work and other commitments that it's a challenge to find time for an annual screening mammogram. Beginning October 10, the Center will offer screening mammography services the second Saturday of each month from 9:00 am to 1:00 pm.

Cost is another barrier for some women. The Community BreastCare Fund, managed by YRMC, provides free screening mammography to women throughout western Yavapai County who lack adequate health insurance.

### **The Power of Our Stories — Do You Have One to Share?**

The stories we share are important. Through them we share information, illuminate our values, and build trust. It's the stories of the people we serve and of the wondrous ways we impact the quality of life in our communities that capture the imagination and hearts of people. When we tell stories about the difference our organization makes in the life of a person whose life would have taken a very different course without our assistance, we draw people into our world and into our mission. Our stories produce experience and provide the emotional glue that connects us. Through our stories we give meaning to information. Our stories and the information they contain are more likely to be accepted and shared. The stories we share are important. Do you have a compelling story to share that underscores how our work changes lives, strengthens families, and builds healthier communities? Perhaps it's your own! If so, we would love to hear it. Thank you. Please contact John Goodenow in the YRMC Foundation Office at 771-5623 or [jgoodenow@yrmc.org](mailto:jgoodenow@yrmc.org).

### **WHAT A DEAL !!!**

**10 % DISCOUNT on any one,  
non-sale item at the YRMC  
campus gift shops.**

Coupon limited to one item per day per customer. Cannot be combined with any other offer. Coupon cannot be used for candy, flowers, magazines, books, snacks or sale items.



**AWARDS LIST**  
Volunteers Awarded During  
July, August, and September, 2015

**100 Hour Patch**

Betty Amis  
Linda Banning  
Janice Brewer  
Marilyn Brower  
Cheryl Brunswig  
Linda Bush  
Judith Carpo  
Priscilla Cartier  
Helen Catlin  
Maureen Davidson  
Gloria Edens  
Janet Gillespie  
Stella Haggis  
Anne Hammel  
Bill Harless  
Joan Hill  
Beverly Kirkpatrick  
Gloria Kukla  
Michael LeBlanck  
Denisse Lopez-Arce  
Hugo Malanga  
Lynda Matakovich  
James Matakovich  
Krystin Mikesic  
Lois Peck  
Alfred Perryman  
Brooke Peterson  
Mary Seaman  
Dorothy Skura  
Kathy Stephens  
Kylie Weber  
Peter Willis  
Sheila Willis  
Ann Wilson  
Joyce Wise

**200 Hour Pin**

Gladys Alten  
Cheryl Booth  
Dean Chitwood  
Tim Crawford

LouWayne Davis  
Randy Graybill  
Pam Kaiser  
Steve Kukol  
Theresa Luedy  
Brian McNeil  
Martha Nyberg  
James Otto  
Don Packard  
Miryan Paulsen  
Ron Phillips  
Andrew Prezioso  
Joyce Whitman  
Rob Petrocci  
Dave Rallo  
Dave Reeves  
Pat Ullmann  
Joyce Webber

**350 Hour Bar**

Teddy Boast  
Sonia Clarke  
Jim Collinge  
Micki Freshour  
Mary Hacker  
Dorinda Hanna  
Kim Haugen  
Don Hornby  
LeeAnn Kipp  
Steve Maslansky  
Chris Pierce  
Jacquie Tobin  
Delores Tomlinson

**500 Bar**

Tony Brown  
Earl Donnels  
Michael Fogel  
Barbara Heeringa  
Sandra Kukol  
Joann Looney  
Joan Meyers

Ron Phillips  
Judy Ritti  
Nadyne Sechez  
JoAnn White

**850 Hour Bar**

Andrea Bell  
Lourna Crooks  
John Darden  
Josh LaRue  
Luana Mangold  
Kathleen Williams

**1000 Hour Bar**

Fred Cabebe  
Larry Christensen  
Bob Hayes  
Jan Klein  
Olga Lesso  
Lee Nidess  
Mary-Margaret Ross  
Louise Scott

**1500 Hour Bar**

Sue Casey  
John Hoeft  
Judy Nielsen  
Greg Piehl  
Dwight Reed  
Beverly Williams

**2000 Hour Bar**

Brenda Rosa  
Jim Townsend  
Kris Trainor

**2500 Hour Bar**

Carol Jackson  
Joan Stinstrom

**3000 Hour Bar**

Doris Hayes

**3500 Hour Bar**

Susan Anderson  
Maggie Weaver

**4000 Hour Bar**

Barbara Ockenfels  
Thad Vaughn

**6500 Hour Bar**

Evelyn Koepke

**7500 Hour Bar**

Roger Weaver

**5 Year Pin**

Fred Cabebe  
Dick Colvin  
Jan Deremo  
Frank Finley  
Bob Hayes  
Jo Kading  
Ron Phillips  
Joyce Whitman

**10 Year Pin**

Seymour Dicker  
Jean Rowe

**15 Year Pin**

Dr. David Daehler  
Kimball Arnold  
Sue Steger

**20 Year Pin**

Pete Lupescu  
Phyllis Lupescu  
Pat Ware

*Congratulations and Thank You!*

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