### **Volunteer Services Newsletter**

Fall Edition 2016

### YRMC's Strategic Plan and Volunteers

You may be aware that YRMC's current Strategic Plan is in place for 2016 - 2020. Our strategic initiatives will help our organization provide the best care for our patients and realize our Mission and Vision. All departments are involved in creating and implementing plans to address the initiatives outlined in the Plan. The Volunteer Services Department is focused on our initiative, "To Improve Patient Satisfaction Scores." We recognize the important part our volunteers play in interacting with patients and visitors daily. We know that those volunteers who serve behind the scenes also impact the patient experience.

Irene Connor, our Assistant Director of Nursing, attended the September Advisory Committee meeting to explain how patient satisfaction survey scores impact our programs and services. Our Chairs shared department specific examples of how their tasks and responsibilities affect patient satisfaction. The volunteers' collective efforts have a positive impact on those we serve, but we know there are also opportunities to do even more!

Below are a few photos of our Chairs and several comments from the group too.



Marie Traynor, Bob Hill & Penny Hill East Campus Escorts & Information Desk Chairs



Nancy Piehl West Campus Patient Services Chair



Connie Lyon East Campus Admitting Chair

"In the Breast Care Center, you see women cry, you see women celebrate when they receive good news. A real plus to support them while they are in."

"In our waiting rooms we assist with passing along information and calming family members down, we develop a community within the room ... it's a real service to the families."

"While stocking supplies on the patient floors there are often opportunities to do extra tasks. Recently I gave someone coffee, and took the time to add sweetener and when the patient asked if I had the time I replied yes, and he was very happy for the extra service."

"While delivering mail we often assist visitors who appear lost."

"We take the time to explain a code when they are called, this does much to reassure family members about their safety."

"Even if a volunteer doesn't have patient contact, the assistance given to staff is a huge help, not only in the duties performed, but in the day to day interactions and overall camaraderie - this makes a positive impact on their performance."

If you would like more information, please see the minutes posted from the September meeting.

We are open to hearing from you - please stop by to share your thoughts.



Lori Gaucher West Campus Patient Surveys Chair



Phyllis Sylvester West Campus Mail Chair



John Brunett & Jan Luke East Campus Patient Surveys & Chaplains Chairs

#### **Dates to Remember**

### Holiday Open Houses for Gift Shops November 7 - 11th 8 - 4

Stop by for Holiday merchandise and store specials

### Prescott Christmas Parade December 3rd 1:00 p.m.

Look for our PAWS teams who will be representing YRMC and Volunteer Services

### **Upcoming Holidays Mean Days Off for Volunteers**

(of course you are free to come in if you wish, but you are not expected to be here)

November 24 & 25th

Thanksgiving + day after

December 25 & 26th

Christmas Day + observed holiday January 1st & 2nd

New Year's Day + observed holiday

Regarding December 24th - if you wish to take this day off, please check if coverage is expected in your department so you can inform staff of your plans

### Dress up Days!

### Join in and give your volunteer uniform a break

Oct 25 - 31 Fall colors / Halloween themed tops

Oct 31 Halloween contest
December Holiday themed tops

Dec 16 Nat'l Ugly Christmas Sweater Day

As always, please remember to dress appropriately for a hospital setting. Thank you!





# Goodbye and Thanks to our Seasonal Volunteers

With the end of summer comes the time to wave goodbye to our seasonal volunteers. They are so helpful covering for vacations and other needs that we



experience throughout the year. Our sincere thanks to you and we look forward to your return next spring.

Dean Chitwood and Coach who will move back to the Valley in early October

#### Save the Date!

Hard to believe that the Volunteer Services Staff is already gearing up and making exciting plans for next year's Volunteer Recognition Luncheon which is scheduled for

## Thursday, April 6, 2017 at the Prescott Resort.

The staff members are using all of their creative juices to come up with the most thrilling and fun-packed luncheon yet. While we never attempt to beat previous years' events (think re-inventing the wheel), they work hard to make each luncheon the best ever to honor you.

Besides, where else can one get ...

the best free amateur entertainment (with a big emphasis on amateur)

free admission

free parking

free mingling

free lunch

free door prizes

....oh, did we mention free amateur entertainment?

And all of this is packed into a few hours.

So let's make it a date and plan to see you at next year's Volunteer Recognition Luncheon.

We'll do our best not to disappoint you.

#### **Another Grateful Patient Pin Awarded**

We've had several volunteers receive a Grateful Patient pin, but this is the first time that one of our dogs has received one.

Oleo and his handler, Steve Kahne, received pins from a patient who called to express gratitude for the difference their visit made both for the patient and family members during a recent hospitalization.

Great job Steve and Oleo!



What sunshine is to flowers, smiles are to humanity.
They are but trifles, to be sure but, scattered along life's pathway, the good they do is inconceivable.





Cart Driver Bill King with volunteer Evelyn Koepke

Bill decided to dress in a tux to celebrate his 70th birthday while volunteering. Thanks Bill for giving our passengers the "red carpet" treatment on your birthday.

### Free Shredding for Volunteers

This will be offered on a *monthly* basis beginning January, 2017

Please see the schedule below -

EAST CAMPUS 3rd Tuesday of each month 10 - 11 a.m.

Location: In the back of YRMC at the East Campus loading dock

WEST CAMPUS 3rd Monday of each month 9:00 - noon

Location: The back entrance by the West Campus Volunteer Services Office

### Please note the following restrictions -

No paper clips (or clips of any kind)

No plastic No binders No metal No books

Limit: 2 grocery bags



FYI - the shredder shreds paper into 1/2" strips

### Gift Shop News

Yankee Candle fragrances are 20% off.

The shops are now offering all natural body care products and essential oils and an added benefit is that these products are produced in the US:

Zum is made in Kansas

Kuumba is made in Tucson

EO products are made in California

Stop by for some great merchandise. And, remember that you receive 10% off any one item priced \$9.99 and over.



All proceeds go toward YRMC Programs and services.



### AWARDS LIST

### Volunteers Awarded During July, August, September 2016

Carl AndersonZee QuiringMyron GiffordSusan AndersonBarry BoltCharles RosenbergDorinda Hanna6000 Hour BarRobert CoyneGeri SchaarschmidtCindy HarrisonNatalie McCannSandra CoyneKaren Solomon-HealeyJan LukeNatalie McCannMarianne CreightonCarolyn TurnerBonnie MarshallPessinGene CroisantCindy WalkerRoberta PetrocciCarol StimpleBery DorityGary WalkerRoberta PetrocciCarol StimpleWendell EmeryBryan Stamp15.000 Hour BarLana Fielding350 Hour BarPatty StampMarlene BeasleySandee GentryMartha BeekhamBev TurnerMarlene BeasleyRandy HillTom BettcherJoAnn WhiteMarlene BeasleyNancy HughesPhillip BirdYvonne Whitehouse5 Year PinVivian JacksonCheryl BoothLinda BakerCarole KooistraSandy CatonJohn BrunettShelly LeoDennis Filiger1000 Hour BarJohn BrunettShannon MaloneCharlotte FrolaLourna CrooksJosephine DannerGiovanni MarcaAnne HammelMitzi EdwardsBill JohnsonLuz RochaJohn KinsleyKaren ScaliaBill KingCindy TaylorArlette NybergLied GwardsBill HonsonLivia VillarrealNannette Oatley-JohnsonKimball ArnoldMary-Margaret RosStephanie VossJanet ShieldsRichard LooneyKathy StephensDenise Wade-LyonsDana TodsenGail	100 Hour Pin	Gary Quiring	Connie Fielder	<u>4000 Hour Bar</u>
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Patrick Bright 500 Hour Bar Carol Baltz Louise Koehler Cheryl Brunswig Helen Catlin Mary Jane Cisneros Sandra Sawyer Sheldon Crook Bob Hanson Mary Howland Virginia Soutar Nancy Dixon Billy Harless Stephen Lessard Peggy Sperling Brandon First Richard McBride Claudia Starr Kennady First Dave Rallo Joan Hill Harvey Smith 2500 Hour Bar		,	2000 Hour Bar	Carol Kay
Cheryl BrunswigHelen CatlinMary Jane CisnerosSandra SawyerSheldon CrookBob HansonMary HowlandVirginia SoutarNancy DixonBilly HarlessStephen LessardPeggy SperlingBrandon FirstRichard McBrideClaudia StarrKennady FirstDave RalloJoan HillHarvey Smith2500 Hour Bar		500 Hour Bar		Louise Koehler
Sheldon Crook Bob Hanson Mary Howland Virginia Soutar Nancy Dixon Billy Harless Stephen Lessard Peggy Sperling Brandon First Richard McBride Claudia Starr Kennady First Dave Rallo Joan Hill Harvey Smith 2500 Hour Bar				Sandra Sawyer
Nancy Dixon Brandon First Richard McBride Kennady First Dave Rallo Joan Hill Harvey Smith Peggy Sperling Claudia Starr  Peggy Sperling Claudia Starr	•	Bob Hanson		Virginia Soutar
Brandon First Richard McBride Claudia Starr Kennady First Dave Rallo Joan Hill Harvey Smith 2500 Hour Bar			•	Peggy Sperling
Kennady First Dave Rallo Joan Hill Harvey Smith 2500 Hour Bar			F	
Joan Hill Harvey Smith <u>2500 Hour Bar</u>				
			2500 Hour Bar	
Peter Lamb Jim van Stechandt Wilkole Denaity 15 1 cm 1 m	Peter Lamb	Jim Van Steelandt	Mikole Benally	15 Year Pin
Fredi Lee Jacquie Tobin Phyllis Lupescu Ed Bambauer				
Shelley Leo Marie Traynor Kris Trainor Fern Cole				Fern Cole

### Congratulations and Thank You!

Laura Zimmer

850 Hour Bar

Patti Blackwood

Harley Danner

Pat Lundblad

Bette Matero

Pat Norris

Mary Litchfield

Giselle Martinez

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3000 Hour Bar

Martin Banks

Gunnar Ohlson

Nelson Stickle

Jim Townsend

20 Year Pin

Evelyn Koepke

Volunteer Services West Campus - Prescott 928-771-5678 / East Campus - Prescott Valley 928-442-8678.

## **Upcoming Gift Shop Special Events for November & December Great Deals and Great Merchandise!**

### Gift Shop Holiday Open House The week of Nov 7 - 11 8 am - 4 pm

Gift Shops on both Campuses
Each day will have daily specials
Tea samples, cookies and gift bagging will be provided

### Bath and Body Show Nov 7 & 8 8 am - 4 pm

West Campus - Thumb Butte Room
A Little Bit of Faith provides lots of homemade fare

### \$6 Jewelry Sale

Nov 15 and 16 8 am - 4 pm
West Campus - Thumb Butte Room
Nov 17 8 am - 4 pm
East Campus - Pronghorn
A customer favorite, all items \$6 or less

### Bath and Body Show Nov 22 & 23 8 am - 4 pm

East Campus - Pronghorn Room A Little Bit of Faith provides lots of homemade fare

### **Gift Shop Christmas Mart**

Nov 30 9 am - 5 pm

East Campus - Pronghorn Room

Dec 1 9 am - 5 pm

West Campus - Thumb Butte Room

New this year presented by The Gift Shops at YRMC! Gifts galore! Everything from jewelry to home décor – all non-holiday merchandise perfect for gift giving. Something for everyone!

Holiday shopping made easy - Special discounts and no sales tax!

### Book Fair Dec 5 & 6 8 am - 4 pm

West Campus - Thumb Butte Room
Books and more

### Book Fair Dec 7 8 am - 4 pm

East Campus - Pronghorn Room
Books and more

### Dillard's Sale Dec 8 & 9 7 am - 5 pm

East Campus - Pronghorn Room New this year - Come and find out what it's all about

Revenues generated from Gift Shop sales are re-invested in YRMC programs and services

A portion of the proceeds collected by outside vendors is donated to YRMC