



The Pulse



Volunteer Services Newsletter

July 2020

Celebrating Two Volunteer Milestones



Jenny McMeekin and Georgie Halliburton on Georgie's 30th anniversary



Our longest serving volunteer, Dorothy Kalabus on her 40th anniversary

Congratulations to you both and our sincere thanks for your tremendous commitment!

AS STAFF BEGAN TO SEE VOLUNTEERS RETURNING, A FEW COMMENTS WERE CAPTURED:

Barbara Ockenfels, an escort shared a story that occurred in the elevator on one of her first days back volunteering: A staff member asked, "Are you a volunteer?" When she replied yes, he was incredulous and was so thrilled. He said, "Thank heavens you are back, we have missed you so much!" Barbara said that it was very gratifying to realize how much volunteer efforts are appreciated.

We as staff have heard from colleagues how happy they were to see volunteers again. Those comments are often followed with "When do we get ours back?"

Volunteers have commented on the number of "welcome back" statements that they've received from staff.

A staff member who welcomed back her clerical department volunteer said, "Thank You so Very Much!!! I have missed her so much!! She's a Gem ♡ ☺ ☺ You just made my day beautiful."

Two Volunteers Waiting to be Called Back to Work



COVID EXPERIENCES

Instead of asking,

“What did you do on your summer vacation?” We captured a few comments from volunteers who shared how they survived / are surviving being at home

One volunteer who begged to come back early said that her house and garage couldn't get any cleaner

Reading, reading, reading

Re-watched the entire collection of James Bond DVD's that had been on the shelf for a long time

Lots of puzzles

Zoom seminars and Facetime with family

A lot of purging throughout our home

Our yard looks better than ever

And a note from a volunteer who is doing her part to keep the economy going:

I am very busy spending lots of money –

First, with the nurseryman who brought out and planted nineteen beautiful drought tolerant plants for me that won't be eaten by all the wildlife here \$\$\$

And, with all the extra care that the new plants needed, I had to then hire someone to help with all the watering until they became stable - that is still an ongoing project since I've gotten used to the extra help \$\$

Then, with all the extra traipsing back and forth along the porches and steps, I had to have those wooden areas sanded, upgraded and sealed \$\$

Then, my old cooler gave out and had to be replaced with a brand new model which was installed two weeks ago \$\$\$\$

Next week, guess what? The roofer is coming to repair the seams along the sunroom, including the front and back porches, which all attach to the house \$\$\$
Never a dull moment here!

A few Volunteer

comments when they returned....

My husband was THRILLED when I could volunteer again knowing that they both needed a bit of time apart

I've had enough of the inside of the house and I'm rapidly running out of stuff to do around here

I've sprayed the same weeds five times

My family cannot wait till I'm out of the house for those four hours

I was going a little stir crazy

Judith Greenwald shared:

The night before my first shift back, I felt like it was the first day of school. I made sure my



uniform was ready to go, I once again had to set my alarm and I enjoyed knowing that I had a “responsibility” again!

On my first day back, I was so very glad to see my “Friday-Regulars” –

both volunteers and staff! I knew I had missed them; but didn't realize how wonderful it would be to see them again.

Michael LeBlanc shared:

I watched tons of Netflix and played video games while I waited by the phone for that call to tell me I could come back to volunteer as an Escort. I missed my volunteer duties and my “Team”. It took so long that I wrote a fictional screen play while I patiently waited, *The Phantom of the Soap Opera*. That was fun, but I am very happy to be back to work!



Volunteer Stats

What a difference a year makes in our Volunteer Services numbers ...

April – May – June of 2019

Volunteer hours: 26,265

New volunteers: 42

April – May – June of 2020

Volunteer hours: 6,090

New volunteers: 0

While we couldn't bring anyone on during this time, we have received calls from potential volunteers who are patiently waiting to join the program.

These are only numbers ... of course what the hours don't reflect, is everything that goes into those hours. The many people you served, the projects you completed, the people you visited, on and on and on ...

Having Recently Closed YRMC's 2019 Books...

Here are a few numbers as we reflect on the lives touched including:

- * 1,031 babies were delivered
- * 11,737 inpatients received care
- * 70,016 individuals received emergent (ER) care
- * 169,969 patient visits to our PhysicianCare Clinics

As per John Amos, President and CEO, "Thinking of the tens of thousands of patients and their families whose lives have been impacted by the YRMC team is remarkable".

We'll add, no matter what your volunteer role was in 2019, you were part of our healing story.



For those who have returned ... thanks for being good sports and cooperating with the newest accessory to your uniform – *masks!* We know that this is *NOT* the favorite part of being back. And, for other changes in protocols and/or your roles....

**YOUR WILLINGNESS & YOUR FLEXIBILITY
ARE GREATLY APPRECIATED!!!!**



By the way, we have been assured that there are smiles underneath those masked volunteers!

Volunteer Uniforms

Because we are being optimistic and TRULY hope you are back by these dates the following is the next quarter's exception to our Uniform Policy

... giving you a break from your "volunteer blues"

Labor Day week

August 31st – September 7th

Wear red, white and blue



For those of you who are not comfortable coming back yet, we know some of you are in risk categories, some of you have family members at risk – we can't say this enough ... even though we miss you and cannot wait for your return, we respect and honor your decision to *wait it out a bit!*



AWARDS LIST

Volunteers Awarded During
April, May & June
2020

100 Hour Pin

Ramona Aldridge
Mary Kerper
Paul Kerper
Ann Mather
Jim McKie
Dawnell Muecke
Pam Stone
Anita Turner
Rex Williams

200 Hour Pin

Maria Fields
Eben Fetters
Dock Sheldon
Rex Williams
Chris Ziolkowski

350 Hour Bar

Chris McKie
Leigh Prettyman

500 Hour Bar

Mary D'Angina

850 Hour Bar

Sheldon Crook
Wayne Freeman
Martin Stan

1000 Hour Bar

Bette Matero

1500 Hour Bar

Tom Bettcher

2000 Hour Bar

John Peters

5500 Hour Bar

Barbara Ockenfels

5 Year Pin

Linda Carter
Susie Case
Sheldon Crook
Bette Matero
Del Rosenwasser
Hal Rosenwasser
Janet Shields
Kaye Sullivan
Yavapai Toymakers

10 Year Pin

Ron Phillips
Andy Prezioso

20 Year Pin

Sue Steger

25 Year Pin

Pat Ware

30 Year Pin

Georgie Halliburton

40 Year Pin

Dorothy Kalabus

**Congratulations and
Thank You !**

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