

## Annual Volunteer Recognition Edition...



Great turnout!

into putting a link on the YRMC website so it can be viewed there. Another highlight was the storytelling segment presented by Mardy Taylor, featuring the history of Volunteer Services at YRMC, as well as some of the stories of various volunteers shared by members of ADCO around the campfire with the quiet strumming of the cowboy's guitar as background music, Rollicking western music and the presentation of gifts and prizes rounded out the event.

Special recognitions this year were given to **West Campus Volunteer of the Year Richard Drake**, and **East Campus Volunteer of the Year, Martin Banks**, and **Sandy Zinn-Martin Award Winner Althea Friedman**. Read more about these special people in an accompanying article.

Top Hours and Years of Service recognitions went to **Dorothy Kalabus** with 31 years, and **Marlene Beasley** with most hours with 11,819. Our congratulations and gratitude go to these accomplished and special people who contribute so much to making YRMC what it is  
Thank you! ★

See more photos and stories inside...

April is National Volunteer Month and capping the celebrations was our annual recognition at the Prescott Resort on April 19<sup>th</sup>. In keeping with this being Arizona's Centennial year the theme was the Old West in general, and the Prescott area history specifically. Volunteers were met by members of the Regulators and Shady Ladies, as well as a singing cowboy, before being treated to a dancehall rendition of "Ragtime Cowboy Joe" by the staff and Administrators. Other highlights included a video featuring volunteers in their cowboy hats interspersed with many photos of early Prescott and Prescott Valley. The video was such a hit and we've had so many requests to see it again that

we are looking



Regulators greeting us



Volunteer stories around the campfire

*“It’s true we don’t know what we’ve got until it’s gone, but it’s also true that we don’t know what we’ve been missing until it arrives.”*

anon

**“The Pulse”**

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1003 Willow Creek Road  
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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 with MVV winners Seymour Dicker, Sharon Hunt "Tinsel" and George Koepke**

## Seymour Dicker

– Is the first of three second time winners of the MVV award. He won the first time in 2007. Seymour and his wife, Judy, moved from New York City

to Prescott in 1998, retiring after a 35 year career as a trial lawyer in the areas of insurance liability, personal injury, medical malpractice and criminal defence law. His degrees include a Bachelor of Arts from New York University, and a Juris Doctor from Brooklyn Law School Since becoming a resident of Prescott, Seymour has been very active in many volunteer organizations, including serving as an Arbitrator for the Yavapai County Superior Court. At the present time, in addition to his service for the hospital as volunteer chairman of the Physician’s Referral Service,. Seymour has been elected to the Board of Trustees of the YRMC Foundation, where he currently serves as vice chairman. Seymour is also a volunteer member on the board of the Foster Care Removal Review Program in Arizona.

*“Seymour goes above and beyond in all ways, coming in to cover shifts and making sure all callers to the Physician’s Referral line are assisted in finding the physician care they need. He has contributed over 1500 hours since joining us in 2005. Thanks Seymour!”*

## Sharon Hunt - “Tinsel”

- is our second two time winner of the MVV award, winning the first time in 2008. She was born in Iowa but came to Arizona at the age of 14. She wanted to be a nurse, became a nurses aid, and then began working in doctor’s offices. She had one son, and when he was older, she worked for Diamond’s Department Stores in ladies accessories. Wanting to have more time with her son, she left the 60 hour weeks of retail and began cleaning houses, doing that for 25 years before retiring and moving to Spring Valley in 1992. Several years ago she pursued her interest in clowning and her character “Tinsel” was born. She proposed beginning a new

*continued on opposite page*

## Winners continued from page 2

clown humor therapy program at YRMC in 2007. She has served as Chair of the YRMC Clown program ever since, and enjoys making people smile and laugh at both campuses.

*"Tinsel has contributed over 650 hours to YRMC, driving from Spring Valley after spending additional hours getting into costume and makeup her character requires. She has singlehandedly kept the humor therapy program alive at YRMC --THANK YOU, Tinsel!"*

**George Koepke** - is our third two time MVV winner! He is a World War II veteran whose recounting of his trip on the Honor Flight to Washington DC last year was featured in a previous edition of *The Pulse*. He says that was an amazing, heartfelt experience.

George has been a volunteer escort at YRMC for more than 15 years, 2 days a week. He says, "The best place to volunteer is at YRMC as employees and volunteers are like one big family. For me volunteering has a dual purpose: 1) escorting patients and visitors to various locations within the hospital and 2) I get lots of exercise. I also have served as a volunteer escort at the VA for 22 years thus far."

*"George has accumulated nearly 6000 hours since joining us in 1996. He and wife, Evelyn are two of our most committed and dedicated volunteers, and we're grateful!"*



**l to r - CEO Tim Barnett with MVV winners , Nancy Piehl, Delores Abalos, Judy Besser and Frank Postuma**

**Nancy Piehl** - as a little girl in Saginaw, Michigan, Nancy wanted to grow up to be a nurse. She read a book called *Nurse Nancy* which she liked to have read to her. Her life took a different path from that childhood dream when she decided to become a Speech Language Pathologist. She made that her career, and in 2007 retired from a school district after having helped children with

speech and language problems for 34 years. Along the way Nancy married her husband, Greg, whom she met in college in Kalamazoo, Michigan. They moved to Arizona in 1975 and had two daughters. After retiring Nancy thought what better place to fulfill part of her childhood wish than YRMC? Nancy works on the 3rd floor and over the past three years has gotten to know many staff members and appreciates the job they do. She is pleased to be able to answer patients' call lights and assist with non-medical tasks, as well as stocking foods and patients' rooms and visiting with patients who want to talk. While Nancy is on the 3rd floor on Tuesday mornings her husband is driving a courtesy cart in the parking lot. Besides volunteering at the hospital Nancy and Greg are members of Prescott Litter Lifters and also volunteer usher at YCC. Nancy enjoys reading, gardening, crossword puzzles and calling Bingo once a week at Granite Gate Senior Living Community. The Piehls take time off from volunteering to travel and are enjoying retirement immensely!

*"Nancy has contributed over 600 hours since joining us in 2009 and brings an amazing level of commitment and professionalism to her service here, Thank you, Nancy."*

**Delores Abalos** - moved here in December 2006 from southern California and is "delighted to be part of this wonderful city!" Coming here, they did have to leave behind two daughters, 5 grandsons and 1 great granddaughter. Delores comes from a background of many years of service with city utilities and education. She retired after 20 years with S. CA Gas Co. and also spent 7 years with Chevron Oil as a utility worker and 12 years as an aide in various classrooms and all grade levels. Her hobbies are being with family, helping others and playing with her adopted dog, Dolly.

In 2008 Delores was a patient at YRMC and it was during that stay that she saw how wonderful and caring the staff and volunteers were. She determined then that when she was well that she, too, wanted to be part of the team, as a volunteer. For the past four years she has worked at the Physician's Referral Service and in the Volunteer Office. She says, "I'm happy and grateful to be here and it is a pleasure to be part of the volunteer program at YRMC. I try to be flexible to the needs of others and will continue to do my best to help when I am needed. Thank you for the honor and the privilege of being able to be a part of this wonderful, friendly place!"

*continued on page 7*



# Special Recognitions & 2011 Honorees

The annual announcements of our special recognitions are made at the Recognition Luncheon each year for the previous year. Our honorees for 2011 are profiled below. Once again, our most sincere thanks and congratulations to these wonderful people who serve at YRMC.



East Campus VOY Martin Banks (c) with East Campus COO John Amos and EC Asst. Director Nancy Thomes

**Martin Banks** - Martin Banks, our EC volunteer of the year, was a former mail carrier. Neither rain, nor sleet, nor snow prevents him from keeping his volunteer assignment. He's been a volunteer for 3 years and has given over 1,330 hours to date. He volunteers weekly at the Information Desk and the Admitting Desk, serving as Chair for the Admitting Desk volunteers.

He subs in the Family Birthing Center and as a Cart Driver

He's volunteered for special events, and frequently submits an essay for the newsletter.

Comments from staff and volunteers include:

Every comment regarding Martin included something about his sense of humor. He has a clever wit that provides levity; a great asset to help alleviate stress and reduce anxiety.

- \* He always has a smile on his face and greets our patients with the same.
- He is always willing to go above and beyond and helps whenever needed.

- He looks to stay busy no matter how simple or challenging the task may be.
- He takes charge of his team and does a great job training new volunteers.
- The Admitting Department referred to Martin as a vital part of their team and a special part of their family.

*"Martin couldn't attend our luncheon this year because he was celebrating his 1 year wedding anniversary in Hawaii with his wife, who by the way, he met while volunteering!"*

*Quite simply, Martin shares a big part of his calendar with YRMC, and he does it with a willing spirit. His caring, helpful and optimistic qualities are a gift."*



WC VOY Richard Drake with Director Lynnel Walters

**Richard Drake** – 2011 West Campus Volunteer of the Year was born and raised in Woonsocket and found his retirement sanctuary in Prescott in 2001, after spending a number of years in Connecticut and California. During his 30 year business career, Richard was a CEO of a number of privately held companies, finally retiring from a California based technology corporation and moving

with his wife, Susan, and eight cats in 2003.

The availability of good medical care in Prescott turned out to be most important since Richard suffered some significant coronary problems, and with the aid of a terrific medical staff and facilities at YRMC, he was able to continue a nice retirement. As a way of thanking YRMC for "another chance" and giving back to the community, Richard decided to volunteer at the hospital.

Currently, Richard is involved in three hospital programs; new volunteer orientation training, the Advanced Wound Care Center, and the Mended Hearts Program which began at YRMC only a year ago. Mended Hearts is a program featuring visits by volunteers who have also had cardiac problems, who share their experiences and offer hope that a healthy life can go on after heart trouble.

*"We are extremely pleased and proud to award Richard Drake with our 2011 Volunteer of the Year Award!"*

*A happy life is a string  
of happy moments,  
But most people don't  
allow the happy  
moments because they  
are so busy trying to  
get a happy life!*

*anon*

## 2011 Honorees continued . . .



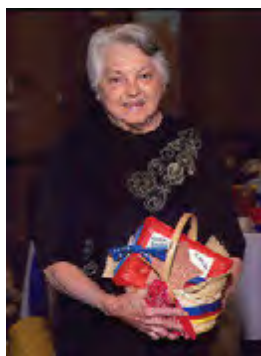
SZM Award winner Althea Friedman (l) with Vol Coordinator Sue Baty

**Althea Friedman** – 2011 Sandy Zinn Martin Award Winner. The SZM “Above and Beyond” Award was established after the loss of a very special volunteer in a car accident in 2001. Sandy was a volunteer who found many special ways to go above and beyond in her service, and each year we select another volunteer who exemplifies those same characteristics to honor in her memory.

This year’s SZM Award winner has been coming to YRMC every week since joining us in 2004, for many years with Barclay, and then with Darcy, both beloved Boxers, and she has wonderful stories of the lives they have touched with their visits. Althea makes herself available for every evaluation of potential new teams, often offering one of her dogs to serve as a “neutral dog” so we can see how a potential new dog will react with other animals. She attends every Advisory Committee meeting, representing the PAWS program at these meetings and reporting to the group on PAWS activities. She has offered to help with the paperwork

aspect of PAWS, which is intensive, and in fact there is nothing asked of her that she isn’t ready to jump in and do. Althea recently lost her beloved Barclay, and his presence is so missed at YRMC, but Althea continues to come with Darcy.

*“She is the epitome of someone who goes above and beyond in her service and there is no one more deserving of winning the Sandy Zinn-Martin Above and Beyond Award. We are so proud to honor Althea Friedman.”*



Marlene Beasley  
11,819 hours

**Marlene Beasley** – joined us in 1997 and has served in both the gift shop and as the Pastoral Care secretary in addition to continuing oversight of the Hug-A-Bears program at YRMC. She is here long hours and often comes in when others can’t due to snow or other problems getting here. Her commitment is unmatched and she is now our current volunteer with the most hours with 11,819! **Bettie Herbert** is close behind with 11,500. Thanks, ladies!



Dorothy Kalabus (r) with Nancy Thomes

**Dorothy Kalabus** - is the volunteer with the most years of service. She has reached the milestone of **31 years** in 2011! Dorothy has served at the lobby Information Desk for all these years, directing people, answering questions, and giving the best possible greeting to all those entering our front doors. She is an outstanding example of a dedicated YRMC volunteer, and we’re so pleased to recognize and honor her for her years of commitment to YRMC.

In addition to these top honorees, we acknowledged 16 volunteers who have reached the milestone of 20 or more years of service. They are:

Laurie Badger	Coletta Considine
Bobbie Bigus	Jack Bigus
Elise Gagnon	Amelia Gomez
Bettie Herbert	Irene Kuritzky
Hedwig Mathew	Carol Stimple
Susan Taylor	Dolores Werner
Ruth Bull	Georgie Halliburton
June Moxham	Wava Stoll ★

**Thank you to ALL outstanding honorees and every dedicated YRMC volunteer!**

## 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.**

**Linda Baker** (from staff)  
Linda recently assisted with the interview process for our new Gift Shop Coordinator. It was helpful to have her share her perspective as a volunteer as well as lend her expertise. Her willingness to assist us in this way was most appreciated! Linda also participated in the Apparel Pro Special Sale on Wednesday, January 25, 2012. Your continued dedication to Volunteer Services is certainly appreciated!

**Norma Bauer** (from family member)  
Thank you for everything! You were wonderful! We appreciate your support!

**Marlene Beasley** (from staff)  
Marlene, all through the inventory taking was here to help. She spent many hours working on recording merchandise for compiling so that we could tell what our inventory figures were. Marlene subs at least 3 if not more times a week plus doing a regular shift. And we are only one of her volunteer stations! We appreciate having her in the Gift Shop!

**Liz Briggs** (from staff)  
Liz has been such a big help coordinating the volunteer process. Additionally she assisted with several clerical-related projects as well which saved me a significant amount of time. Her expertise and willingness to assist in this way is very much appreciated.

**Judy Besser** (from staff)  
On 3/19—our BIG snow day, Judy still came in and went “above and beyond” the call of duty. Especially since I had to complete my TEAM meeting. She was alone most of the day manning the phones, helping those coming to the office and generally helping out in any way she could. I am very appreciative of her help and car-

ing. She also served on the interview committee and helped immensely in the successful selection of the best candidate for our new Volunteer Coordinator on west campus. Judy’s insightful comments and thoughtful consideration through the process were invaluable. Thank you Judy!

**Wendy Calhoun** (from staff)  
Wendy is a conscientious volunteer who is committed to her job shown by her attendance record. She goes above and beyond while she is on the 3rd floor. by taking the initiative to organize not only the supply room but the foods in the refrigerator, cupboards and drawers on 3E and 3W making it easier for items to be found and accessed.

**Sonia Clark** (from a patient)  
While interviewing me, I asked if there was an available bible because I had left mine home. This volunteer went and got me one!

**Richard Drake** (from staff)  
Richard went “far and above” the call of duty in helping our department on the snowiest day of the year. He came in early, assisted in calling volunteers, manned the empty room in case anyone showed up for a class that had been cancelled—all with a positive and helpful attitude. Thank you, Richard for bring there to help me, you are very much appreciated!

**Maggie Goltra** (from staff)  
Maggie volunteers with the Care Management staff and she recently added extra days to her volunteer schedule for several weeks to help accommodate staff needs. She is always willing to assist with their clerical projects and does it with a great attitude. Thanks, Maggie, for assisting our staff this valuable way.

*Continued on page 10*

## Sad Farewells



**Blarclay and Oscar**

Recently we have lost two beloved members of our PAWS (Pets Are Warm Support) Pet Partners teams. Althea Friedman’s Barclay and Marguerite Ahi’s Oscar, were both long time PAWS team members and we feel their loss deeply.

Our deepest appreciation and fond farewells to these two volunteers who have crossed the Rainbow Bridge,

*Just this side of Heaven, there’s a place called Rainbow Bridge. When an animal dies that has been especially close to someone here, that pet goes to Rainbow Bridge. There are meadows and hills for all of our special friends so they can run and play together, There is plenty of food, water and sunshine and our friends are warm and comfortable. All the animals who had been ill and old are restored to health and vigor, those who were hurt or maimed are made whole and strong again, just as we remember them in our dreams of days and times gone by.*

*The animals are happy and content except for one small thing; they each miss someone very special to them, who had to be left behind.*

*They all run and play together, but the day comes when one suddenly stops and looks into the distance. His bright eyes are intent; his eager body quivers. Suddenly he begins to run from the group, flying over the green grass, his legs carrying him faster and faster.*

*You have been spotted, and when you and your special friend finally meet, you cling together in joyous reunion, never to be parted again. The happy kisses rain upon your face; your hands again caress the beloved head, and you look once more into the trusting eyes of your pet, so long gone from your life but never absent from your heart.*

*Then you cross the Rainbow Bridge together.  
Author Unknown*



## Thank you Dr Askari!

Dr Hojat Askari has done it again! Not only did he take time out to come to our Volunteer Recognition Luncheon to express his appreciation for the volunteers. he also made that appreciation more concrete by having lunch delivered the next day for all the volunteers serving that Friday afternoon! It was a wonderful spread of sandwiches and all the condiments, delivered to various central areas throughout the west campus. Our deep thanks to Dr. Askari and his staff for always recognizing the volunteers of YRMC

## Open Door, but. . . .

We try very hard to keep a welcoming and open door policy in our volunteer offices, because we love to see you when you stop by – it's what makes us love our jobs! However, we need to remind people that when someone is in one of the offices with a staff member, or obviously in a more serious discussion with one of us, courtesy dictates that you allow them some privacy to finish their discussion without interruption. Though some of our conversations are casual and "interruptible", others are confidential or require our complete attention, and we want to give that to each volunteer who comes to see us. So please, when you come in, wait your turn and allow someone who is talking with a staff member to finish their conversation without interruption, and **allow enough space between you and them to provide privacy.** Please step out also if it appears staff is on a **confidential phone call.** Thank you!

*Experience is a wonderful thing. It enables you to recognize a mistake when you make it again.*

*anon*

East & West Campus

**Gift Shops**

**10% OFF COUPON**

**any single non-sale item**

**Valid through October 31, 2012**

**One coupon per person please**

**There is no sales tax on gift shop items!**

## MVV winners continued from page 3

*"It is WE who are grateful that Delores has chosen to share her time and talents with us at YRMC. She has given over 400 hours since joining us in 2009. Thank you, Delores!"*

**Judy Besser** - has called beautiful Prescott home for almost 10 years, after she and her husband, Dick, moved from the Buffalo NY area. "They were born, raised and married in a suburb and then moved 30 miles east where they lived for 37 years and raised their family. Judy was employed in the administration accounting office of their city school district for 20 years, doing accounts payable. They have a son, Glenn, and daughter, Sheri, and 3 grandsons.

When they retired and sought a change of climate, they settled in Prescott. Dick is a Route 66 "fan(atic)" and while they were on a trip from Chicago to LA they decided to check out the area. They were very impressed and returned December 2000, arriving the day of the Acker Music Festival downtown. All the festivities, friendly people and climate sold them! They spent a week driving around Prescott, bought a lot and built their home in late 2002. They spent a few years becoming familiar with their new state and when the time was right Judy wanted to become more active and involved in her community. She began volunteering at YRMC in January 2005 in the Gift Shop, and later switched to the Volunteer Services Office. She says, "YRMC is a super fine place, beginning at the top administration level, the professional and service employees, as well as the many volunteers. It has been a real pleasure to give some of my time to this organization. I enjoy my time here with such a wonderful group of folks and feel good that in a very small part I am helping the community. In addition, I began to volunteer at the Prescott Public Library about 6 years ago, so my time is split between two Prescott gems!"

*"With over 500 hours served, Judy is much too modest –she not only serves in the Volunteer Office, she is the Chairperson for all of the volunteers serving there. In addition, she was selected as the Volunteer of the Year at the Prescott Library, so it is WE who are lucky enough to have such a gem!"*

**Frank Postuma** began life in a hard working Dutch family of bakers in a small Iowa town. He spent four years in the Air Force after high school and returned to graduate from Western Michigan University. His professional life was spent as a Certified Internal

*continued on next page 10*

# Annual Recognition Luncheon



ADCO members and their trusty steeds



Mardy Taylor - Historian and Storyteller



Masked man distributing gifts



Volunteers enjoying the hoedown



Dancin' to Ragtime Cowboy Joe



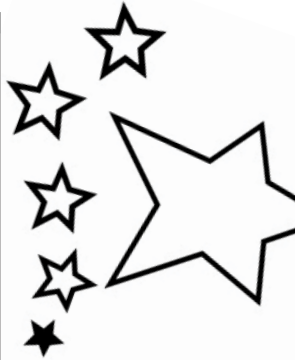
Regulators greeting volunteers



# April 19, 2012 – Prescott Resort



Volunteers enjoying the show



Mark and Sue do-si-do



Volunteers being greeted as they come in



Western volunteers!



Volunteers with Derek - Singing Cowboy



Your Volunteer Services Staff - 2012!

## We Welcome All of You to YRMC's Volunteer Family from both East and West Campus! We're So Glad You're Here!

- |  |  |  |
|--|--|--|
| <ul style="list-style-type: none"> <li>• Anna Marie Ansbach</li> <li>• Lori Ansell</li> <li>• Jackie Aurich</li> <li>* Ashleigh Beaufeaux</li> <li>• Mikole Benally</li> <li>• Mary Bennett</li> <li>• Ryan Bosak</li> <li>• Patrick Bright</li> <li>• Freda Brown</li> <li>• Tony Brown</li> <li>• Gerry Caton</li> <li>• Marsha Chauncey</li> <li>• Sonia Clarke</li> <li>• Sally Ann Craner</li> <li>• Lourna Crooks</li> <li>• Jeanne Currie</li> <li>• Nellie DeVol</li> <li>• James Francis</li> <li>• Fred Garzone</li> <li>• Denise Grant</li> <li>• Cynthia Harrison</li> <li>• Carla Helfrich</li> </ul> | <ul style="list-style-type: none"> <li>• Emerson Hoopes</li> <li>• Maili Huck</li> <li>• Luke Huffaker</li> <li>• Clara Jarrmow</li> <li>• Jared Johnson</li> <li>• Emily Kelley</li> <li>• Gene Kelso</li> <li>• Kathy Kelso</li> <li>• Kimberly Kirkedahl</li> <li>• Barbara Lake</li> <li>• Marty Lewis</li> <li>• Elizabeth Long</li> <li>• David Lougheed</li> <li>• Steve Maslansky</li> <li>• Sandy McInnis</li> <li>• Clo Merrifield</li> <li>• Patricia Mc Nerney</li> <li>• Al Melendez</li> <li>• Georgina Phillips</li> <li>• Betsy Pierce</li> <li>• Stephen Pike</li> <li>• Jordan Reeves</li> </ul> | <ul style="list-style-type: none"> <li>• Shirley Reeves</li> <li>• Carol Rosebrock</li> <li>• Anna Ryan</li> <li>• Martha Sanchez</li> <li>• Karen Scalia</li> <li>• Blanch Smith</li> <li>• Eric Sptello</li> <li>• Hope Spangler</li> <li>• Jeff Sparks</li> <li>• Katherine Stacey</li> <li>• Greg Stokes</li> <li>• James Stoner</li> <li>• Lynn Swetel</li> <li>• Alondra Telles-Waite</li> <li>• William Turner</li> <li>• Yana Valitskaya</li> <li>• Patricia Venuto</li> <li>• Mical Walker</li> <li>• Karlee Walraven</li> <li>• Gaylene Wardell</li> <li>• Wanda Winter</li> </ul> |
|--|--|--|

**Thank you so much for all that you do at YRMC!**

### MVV Winners

continued from page 7

Auditor with Lockheed Corporation. At Lockheed he did extensive international travel and spent his last 5 years there managing an Audit staff at the Space Center in Florida. His wonderful wife, Suzie, and he retired to Prescott in 2004 after 2 years in (where else?) southern California. They love Prescott and he says, "It is my pleasure to be a volunteer at YRMC with such a wonderful group of fellow volunteers and the Volunteer Department staff."

*"Frank serves as both a Courtesy Cart driver and at the Physician's Referral Service line. Since joining us in 2009 he has accumulated over 800 hours, but possibly his greatest gift to us is his wonderful sense of humor. He always makes us laugh! Thank you, Frank!"*



### T.E.A.M. Awards *continued from page. 6*

**Mickie Hansel** (volunteer)  
She researches problems for visitors or patients successfully, and is always very pleasant.

**Pat Janiszewski** (from staff)  
Thank you for assisting with the apparel Pro Special Sale on Wednesday, January 25. Your continued dedication to the Volunteer Services program is appreciated.

**Gale Larsen** (from staff)  
Gale came in right after Christmas and emptied and

inventoried the windows so that we could be up and running with 9 fresh windows. Then she devised a computer system with her Excel to compile and add the inventory. She is truly a personification of our vision and values.

**Olga Lesso** (from staff)  
Thank you for assisting with Apparel Pro Special Sale on Wednesday, January 25. Your continued dedication to the Volunteer Services program is appreciated!

#### Lion Shredders - Thursday Crew

The first of the year brought an overload of shredding for our Lion's crew and they came in an extra day to shred to help meet this need. This enabled the staff to keep bringing their regular shredding without having to wait until the shredders were caught up. Thanks much!

**Hope Spangler** (from staff)  
Hope recently started assisting the Dietary Department

with their patient satisfaction surveys/meal choices. This is new to East Campus and her willingness to pilot the program has been so helpful.

Hope also assists with follow-up calls to discharged patients and the Dietary Staff have shared many positive remarks about her abilities in this area.

Thanks for everything, Hope, you are doing a great job.



## Two New Volunteer Service Staff Changes!



**Judy Giffin**  
WC Vol Coordinator

We are pleased to welcome two new people to the Volunteer Services department staff. Judy Giffin joined us as Volunteer Coordinator in February and will be working full time along side Sue Baty at the West Campus. Judy is a returning YRMC employee; nearly 10 years ago she worked in the Human Resources department, but most recently has been utilizing her skills in the classroom at the Juvenile Detention center. Prior to that she worked at Yavapai County High School and also has experience in the classroom in California as well as in retail there. She brings the ability to work well with people AND great organizational skills; something hard to find in the same person! She is also very creative and the one responsible

for the delightful bulletin boards in the hallways and in the volunteer office. Judy is making appointments with WC Chairpersons for various service areas to continue learning what volunteers do in their many functions throughout the hospital. We are happy to have Judy on board!



**Maria Mansky**  
EC Gift Shop Coordinator

On the East Campus we are delighted to welcome Maria Mansky as the new gift shop coordinator for the east campus shop. Maria brings experience in retail sales, display and running her own business, once again a valuable skill set we desperately needed! She has already attended a trade show with Sue Irwin and has had a very successful clearance sale since joining us in March.

She continues becoming familiar with our inventory and our processes, and is currently in the shop 5 days a week, approximately 10–2 daily so that she is available to the volunteers for both shifts. Maria's creativity and eye for display is apparent when you see the windows and how she so attractively displays the merchandise to its best advantage. Maria is a breath of fresh air and we're so glad she's joined us!

Both these ladies joined us just in time for the annual volunteer recognition luncheon — little did they know what they had gotten themselves into! They both stepped up and gamely participated in the dance routine and all the other unusual things we asked them to do as part of the event all while being brand new to YRMC and to Volunteer Services. It had to be nerve wracking and it shows that they are truly team players to be so willing to jump right in to something so new to them! We're grateful to have them both on board, and we know they'll be great additions to the Volunteer Department staff. Please stop by and get to know these ladies, and make sure they know how glad we are they're here! ★

### Volunteer Insurance Update

We still seem to be having trouble with people remembering the steps they need to follow if they are injured while performing their volunteer service. so we are going to simplify the process by simply saying, If you are injured while here serving as a volunteer, go to the Emergency Room for treatment and CALL THE VOLUNTEER OFFICE! If everyone simply

does that, we can walk people through the steps of which forms need to be completed, our insurance vs medicare vs workers comp. etc. all of which seem to complicate the issue whenever someone is hurt. So please, if you're hurt, **PLEASE CALL THE VOLUNTEER OFFICE** as soon as you are headed to the ED. We'll take it from there! Thanks for your help.





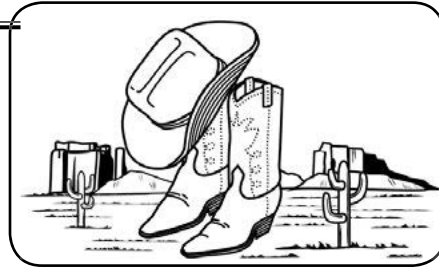
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Special Awards Edition...**  
see more photos and stories inside!



### ***Why Be a Volunteer?***

*It's not for the money, it's not for fame,  
it's not for any personal gain.  
It's not just for love of fellow man,  
it's just to lend a helping hand.  
It's not just to give the tithe of self,  
that's something you can't buy with wealth.  
It's not for medals won with pride,  
It's not for that feeling deep inside.  
It's that reward down in your heart,  
it's a feeling that you've been a part  
of helping others far and near  
that makes you be a volunteer!*

anon

**Our Volunteers Are the Best!**