

## Newest Addition to the YRMC Fleet. . .

In November we added another brand new courtesy transportation cart to our fleet. Cart Transportation Chairman Fred Haley and Lynnel took delivery of a new 6 passenger Club Car from Lantz Lies, owner of Arizona Ranch and Resort Cars in Prescott Valley. The newest cart brings our total number of carts to 5, 3 on west campus and now 2 on east. The addition of the new cart should help us with the problem of keeping two carts running each day on the west campus, and at least one on east. The problem has been that though we have the backup carts, they are what you might call "antiques", since we bought them as far back as 1995, and they're aging. Add to that the fact that these carts are run at least 8 hours a day at least 5 days a week, and that's a lot of wear and tear on a golf cart!

Back in 2003, our Transportation Chairman, Waldo Bennier, had our cart drivers use a

clicker to keep a tally of passengers they transported. The result was 1,554 people boarding during a one week period in October. The average per day total was 113, with Tuesday being the busiest day and Friday the slowest. That gave us an approximate total for the year of 80,800 people transported on WC. We checked with the Cart Chairman for our new East Campus, Bill Hams, who estimates 25-30 people per shift for that campus, 5 days per week currently for EC. Now that 5 years have passed since we last did the tallies, and now that we've added another campus, it seems a good time to take another tally, and we will report on those figures in a future edition of *The Pulse*.



Lantz Lies (l) delivers the newest Courtesy Cart Transportation Club Car to Transportation Chairman, Fred Haley (r).

We'd also like to take a moment to especially recognize the men and women who drive our Courtesy Transportation Carts. This is one of the most appreciated services that our patients, their families and visitors receive when they come to YRMC, especially with parking being such an issue at WC,

and distance a factor at EC. Staff and other volunteers also deeply appreciate getting a ride on occasion! Especially during the recent cold snap, our drivers go "above and beyond" in their service, bundling up as best they can to keep warm and making sure others have the transport they need. When we tell the drivers that in times of extreme cold, snow or icy conditions, they should park the carts for their own safety, they often respond that "that's the time people need us the most" and they carry on despite numb fingers and toes. We also owe a big debt of gratitude to our long time Chairman, Waldo, who oversaw the training, maintenance and "all things" cart related, for many, many years. He recently stepped down as Chair, but we are still working on a way to give him a special thank you for his years of dedicated service in this role. Meantime, now under Fred Haley's tenure, our Courtesy Transportation volunteers continue to deserve our warmest thanks ♦

*“Old age is winter, alas, for many people, but for those who are wise and optimistic, it is the happy and fruitful time of harvest.”*

*anon*

**“The Pulse”**

is a bi-monthly publication of Volunteer Services of Yavapai Regional Medical Center  
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.**



(r)EC COO John Amos with MVV winner Jerry Scott

**Jerry Scott** - After living in the Midwest for 40 years, Marilyn and Jerry decided to pull up roots and move to Arizona. One day while driving through Prescott Valley, they saw a model home they liked and decided

to sell their home in the valley and have one built here. After spending 3 years doing their own landscaping (hauling rocks and digging holes for their bushes) Jerry decided he needed to do something else with his spare time. He went to YRMC (West Campus), talked to Jackie Miller (our most recent prior Director of Volunteer Services) and decided volunteer work was what he wanted to be involved in. Jerry started in November of 1995 and he’s still at it! Jerry hopes to be volunteering at the East Campus many more years to come. (It keeps him young, he says!) He appreciates the wonderful employees and volunteers he has been associated with at both campuses.

*“Jerry and Marilyn moved to the East Campus to serve when it opened there Jerry at the Info Desk as he did for so many years on WC, and Marilyn in the Emergency Department after many years on the 4th Floor Pt Svcs at WC. Jerry has accumulated over 4600 hours in his years at YRMC, and is a **second** time MVV winner. Our thanks and congratulations to Jerry! (We miss you at West!)”*

**Arlene Bright** - Moved to Prescott from Phoenix in 2001 with husband, Jim, after retiring as a project manager for Bank of America in 1999. She came to Arizona in 1959, and has always been involved in community volunteer activities in both Phoenix and Prescott. Arlene became a YRMC volunteer in the Emergency Department in 2004, and has served as a Co-chair there since summer of 2006. She keeps busy dividing her time between the Questers organization, a local political group, an antique club, an internet business, a new grandchild and Monday evenings at the YRMC Emergency Department. Arlene says, “Working the ED provides the opportunity to assist staff, patients and their families – and when I leave after my 4 hour shift I know I’ve had a positive and immediate impact. Whether it’s room

*continued on opposite page*

## Winners *continued from page 2*

prep, stocking supplies, making coffee, maintaining the refreshment stations, running errands or training new volunteers, it's all very worthwhile and satisfying to know that my being there has truly made a difference! And, I really enjoy working the evening shift as I'm available at a

time when ED most needs my help, and it frees up my day for other activities!"

*"We are so happy that Arlene found her way to YRMC and includes us in her activities. The Emergency Department is a very busy place and Arlene is right, they need all the help she can give in the eve-*

*nings, so we are especially grateful that she comes to serve at a time many others don't want to be out and about. Thanks, Arlene, for your over 600 hours since you joined us!"*



Arlene Bright (l) and Ann Kane (r) with CEO Tim Barnett, receiving their MVV pins.

**Ann Kane** - is a volunteer in the Finance Department. She was raised in the Bronx, New York with two brothers and graduated high school in 1955. After graduation, she worked for the New York Telephone Company for one and one half years as a teletypist, then joined the Reigel Textile Company in the same capacity. Ann met her husband, Bob, in 1956 and they married the following year. In time they had two boys and two girls. Bob's career in the airline business required that they move to different cities, and in 1959 they moved from New York to Seattle, WA, then to Los Angeles and finally Dallas, TX, from where they retired in 1994. Their stay in Los Angeles was lengthy, more than 25 years, and while there raising their children. Ann went to work for Dean-Witter stockbrokers as a teletypist. She left the company when they moved to Dallas. After retiring they moved to Prescott the following year. Ann began her volunteer service with the Yavapai Cemetery Association, caring for the grave of a Civil War Army officer interred in Prescott Citizen's Cemetery. Cemetery care also requires that she walk the cemetery on a regular basis, cleaning the trash from the grounds. Ann now has 11 years service with the cemetery association. Ann and Bob also joined Prescott People Who Care, taking people to appointments and errands. She respite sits for caretakers as they take time away from their duties to tend their own needs, Bob

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## Our Deepest Thanks. . .

Once again this year the volunteers have outdone themselves in presenting us with holiday wishes and gifts, and as we are every year, Ann P., Ann M., and I are truly humbled at the caring and sharing you give to us. The cards you take the time to sign and the good wishes you include in them warm our hearts more than you could ever know. We really do form such warm bonds and friendships with so many of you, and this time of year simply reminds us that we have been blessed by the greatest gift you could possibly give us; the gift of knowing you and the gift of your caring service. We thank each and every one of you and wish you all a wonderful New Year!

*Lynnel*

### Peds Sitting

We are putting together a list of names of volunteers who would agree to be on an "on-call" list in the event that we have a pediatric patient who may not have someone to be with them all the time, due to a parent needing to work or for whatever reasons. This would always be on an "if you're available" basis, rather than a regular shift. It may also require additional immunizations and fingerprinting.

If you'd be willing to be on such a list, please let the volunteer office know you're interested in "Peds Sitting".

## Critical Need



There is currently a critical need for 1 or 2 ladies to do home visits and provide support through our FIRST STEPS program, part of the Family Resource Center.

FIRST STEPS helps parents and families adjust to their new relationship, is designed to support new families, and bring comfort and understanding to the parenting experience. The Family Resource Center at YRMC was the first in the nation to create a home visitation service with its FIRST STEPS program, and is representative of their commitment to happy and healthy families.

Services provided include:

- A hospital visit after the baby's birth
- Support phone calls
- Weekly home visits available for the first year
- Educational materials
- Linkage to community resources

Volunteers are needed to do home visits with new moms. Training is provided and expenses are reimbursed. For more information, please contact FRC at 771-5651 and ask for Bonnie.

# Welcome Back Sue!



Sue Baty at her desk in Volunteer Services - WC

We are immensely pleased to tell you that our former Volunteer Coordinator, Sue Baty, has returned to us in Volunteer Services - WC! Sue began as an office volunteer way back in 1999, then joined the staff in 2000. She brought not only top-notch office skills and organizational ability to the position, but with her wonderful sense of humor and caring for others also had exceptional "people skills". When Ann Monroe came aboard in preparation for eventually being our "on-site" volunteer manager for East Campus, Sue was very instrumental in training and helping Ann learn the ropes of our YRMC volunteer program. When Sue's husband retired in January of 2005, they relocated in Washington state to be closer to Sue's parents and other family. We were terribly sad to see her go, and volunteers packed the room to say goodbye and wish her well at Sue's "Going Away Party".

Sue and Bob came back to Prescott for visits a time or two, and eventually circumstances changed and they made the decision to return to the people and place they had been missing so much. By last fall they had sold their house in Spokane and found one near the hospital in Prescott, made the move, and by December was back in her old position at YRMC! Sue currently works 4 days a week, has Thursday off, and her sunny disposition and organizing ability has already made a huge impact in Volunteer Services. For many of you, Sue's return is a welcome back to an old friend, and for those of you newer to YRMC, Sue is looking forward to meeting you and making you new friends! Make sure you stop by and say hello to Sue and let her know how happy you are to welcome her back to the YRMC volunteer family!◆

*"Happiness is contagious. . .When you reflect happiness then others around you catch the happy bug and are happy, too."*

*Jennifer Leese*

# Volunteer Procedure Reminders. . .

We've been asked to remind all volunteers what the proper procedures are for volunteers when a **Code 10**, or Fire Code is called. If you are in the area where the Code has been called, vacate the area, staying clear of the elevators and out of the way of those trained personnel responding to the Code Alarm. If you are not in/near the area where the Code 10 has been called, stay in your area, continue your duties, and pay special attention to overhead announcements so that you know when the Code has been called "All Clear" or in the event of a real fire emergency, you will know how to evacuate the building. Should the need arise for you to evacuate, use the stairways, not the elevators, and ensure that patients or visitors are also shown the way out if need be.

Should you be the one to discover a fire, remember, **Call 222 (911 at Del Webb Outpatient Center)** and follow R.A.C.E. procedures:

- Rescue
- Alarm
- Confine
- Extinguish

Then report to the Department Manager in that area for further instructions, stay clear of responding personnel, then leave the area.

This little reminder should clarify for everyone what their responsibilities are in the event they hear "Code 10".

Another timely reminder – if you have been out on leave of absence due to health issues, surgery, etc., the volunteer office needs to have a medical release from your doctor okaying you to return to work prior to you resuming your normal duties, or if you are to be on "light" duties, we need a note stating so from your physician. Please let your chairperson and/or the volunteer office know when you plan to return and that you have permission from your doctor.

## One more important note while we're on the subject of health. . .

**Please!** If you are injured while here doing your volunteer job, we do want you to be seen in the Emergency department even if you don't think you're seriously hurt, **AND** when you head to Emergency, **call the Volunteer Office** so we can bring down the necessary form to be completed by the Emergency staff for you to have your expenses paid by our volunteer insurance policy. If you don't do this the paperwork is almost always submitted to the Arizona Workers Compensation Fund which **DOES NOT** cover volunteers, only staff. In order to have your medical costs covered by the volunteer accidental injury policy, the correct claim paperwork must be obtained from Volunteer Services and completed by the Emergency department staff.

Trust us, following this procedure will save you and us untold amounts of stress and headaches! Thank you!

Recently we've had several occurrences of people telling other people they needed help in a particular area or there was "an opening" on a certain day in their area, and once again we need to remind you that all of the openings should be run through the volunteer office first before an offer is made or an opening assumed. Often when we do interviews, new volunteers will request an area and we may not have any opening at the time, but we will take their names and put them on a waiting list for when an opening occurs. Or, we may have a long-time volunteer who is interested in changing their assignment, and we will try our best to accommodate their request for a certain area when an opening occurs. No one not on the volunteer staff will have this knowledge, so while it may appear that an opening in an area exists, there may be circumstances affecting it of which people aren't aware.

In connection with that same theme, if you are a chairperson you need to periodically check with the volunteer office to be sure we have current information about your openings. If a volunteer leaves or a spot opens up, please let the volunteer office know about it right away, before telling anyone else about it, so we can communicate any information we might have about your area to you, and so we can get the opening properly posted on our board.

Your cooperation will go a very long way towards helping us keep track of who is where when!



# The East Campus Page

*I have three sisters all of whom live in the same town. Whenever I have a "story," I have to tell each of them. Invariably, I end up telling the tale three times. It's a little like that when I'm asked to write something for "The Pulse." The news that appears in our East Campus volunteer paper I usually repeat at Advisory Council meetings. At the risk of providing stale news for some, I would like to highlight what's going on at East Campus. -Ann M.*

Thanks to Sue and Bob Donaldson for donating a beautiful, hand crafted doll house that was given away in a fundraising raffle. The money will be used to purchase something decorative for the front lobby. Sue and Bob also had donated a doll house to West Campus several years ago.

Congratulations and Best Wishes to our Gift Shop Manager Terry McClendon on her marriage to Jerry Taylor on February 2.

Thanks to Luana Mangold and Volunteers Ed and Corky Beaty for all they did in making a beautiful cover for the piano in our lobby. These three had lead roles in getting the piano in the first place. Music continues to be an "instrumental" part of our East Campus mornings!

Roy Row ran a 26.2 mile marathon in Phoenix for the Leukemia & Lymphoma Society on Jan. 13. He raised \$3,700 for the society and placed 9th for his age group.

Ken Edwards represented Arizona at the 2008 Statewide Independent Living Council Congress which was held in New Orleans.

Special acknowledgment to Jim Grubb for all he does to make the EC newsletter happen. Jim does interviews, takes photographs and does layout. In addition, he volunteers two days per week at the hospital.

The last two issues of our volunteer newsletter "The Eastsider" have included volunteer participation. East Campus has 24 married couples

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## 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.**

**All Front Desk Workers** (Kudos from staff and fellow volunteers) Any time we have taken a patient out to the Front Desk from the CP Lab, they have been more than helpful in getting them to their cars, other departments or even getting them something to eat! We really appreciate all their help.

**"Cindy" our P.A.W.S. Dog** (from a patient)  
Patients are so happy when they see this dog!"

**Susan Downing** (from staff)  
"Susan worked her regular shift and then subbed for a volunteer that was ill. She ended up working three shifts in the same week! Thank you so much"

"While my volunteer helper was out with knee replacement surgery, Susan came in every Friday before her shift to help with extra work that needed to be done. Thank you, Susan, you are a blessing!"

**Wil Gordon** (from staff)  
"Wil was asked to sit with an agitated patient. He stayed with the man most of his volunteer shift, not only talking with him but he even fed him. Staff appreciated Wil's willingness to do this special request."

**Bob Donaldson** (from staff)  
"Bob was a tremendous help in getting Christmas merchandise priced, sorted and stored. He volunteered on his own. Thank you, Bob, for all the help."

**Mary Roberts** (from staff)  
"Mary has been a lifesaver on more than one occasion in the Nutrition Service Department. She has covered the Coffee Corner on her own when we were short staffed. She is a wonderful example of the YRMC vision, values and spirit here in the organization."

**Herman Schloss** (from staff)  
"One of our regular Gift Shop volunteers encountered an emergency and was unable to work her shift. Herman worked his morning shift then stayed over and covered the second shift. That totaled an 8 hour day! Thanks, Herman."

## New West Campus Volunteers. . .

A warm welcome to all of you who have joined our YRMC volunteer family!

- Allison J. Cassetta
- Alec C. Coburn
- Ashley M. Booth
- Virginia "Gini". Barrison
- James "Jim" C. Blackman
- Maggie S. Bryan
- Clayton C. Bertram
- Michelle A. Frias
- Gay C. Dahl
- Debra A. Darnell
- Uriah A. Eckardt
- Kristine A. Foulkes
- Wendy A. Farnsworth
- Kayla R. Gardner
- Linda C. Genther
- Christina A. Gooding
- Angelina R. Hedge
- Erika M. Heinbaugh
- Carol A. Hicks
- Joe E. Hubbs
- Geronda A. Jenkins
- Kalece J. Kinkade
- Ann A. Krsiean
- Edward R. Kunitz
- Nels G. Ohlson
- \* Charles E. Matthews
- Joann A. McGregor
- Hector I. Rivera-Moller
- Jamee M. Rooker
- Nancy T. Russotti
- Katie C. Ryan
- Beverly J. Shuck
- Elizabeth J. Small
- Cathy M. Striegl
- Mary Teknis
- Hannah E. Vanuk
- Sarah L. Vanderkolk
- Philip G. Weliky
- Sharon E. Wyatt
- Beverly R. Williams
- Christopher J. Yegge

Many, many Thanks!

### Famous Mothers

ABRAHAM LINCOLN'S MOTHER: "Again with the stovepipe hat? Can't you just wear a baseball cap like the other kids?"

MARY'S MOTHER: "I'm not upset that your lamb followed you to school, but I would like to know how he got a better grade than you."

COLUMBUS' MOTHER: "I don't care what

you've discovered, you still could have written!"

MICHELANGELO'S MOTHER: "Can't you paint on walls like other children? Do you have any idea how hard it is to get that stuff off the ceiling?"

NAPOLEON'S MOTHER: "Alright, if you aren't hiding your report card, take your hand out of there and show me."

anon

East & West Campus  
**Gift Shops**

**10% OFF COUPON**  
any single non-sale item

Valid through July 31, 2008  
One coupon per person please

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

## Calendar: March 08 – May 08

Mar 11 – Advisory Committee Meeting  
4 pm – Spruce Room - WC

Mar 17- Happy St. Patrick's Day!



Mar 17 – New volunteer orientation - WC  
Spruce Room – 8:45 am

Mar 23 - Happy Easter!



Apr 3 - Reorientation – YRMC - WC  
Spruce Room – self paced, Come  
Anytime between 10 and 2

Apr 21 New volunteer orientation - WC  
Spruce Room - 8:45 am

Apr 27 – May 3 – National Volunteer  
Week

Apr 28 – National Healthcare Volunteer  
Day!

May 11 – Happy Mother's Day!



May 12 –Annual Recognition Luncheon  
Prescott Resort – 11 am – 2 pm

May 13 – Advisory Committee Meeting  
4 pm – Spruce Room - WC

May 15 – Happy 2nd Anniversary YRMC  
East!

May 19- New volunteer orientation - WC  
Spruce Room - 8:45 am

May 26 – Happy Memorial Day!



*Yesterday is history, tomorrow  
is a mystery, today is a gift,  
That's why it's called: The Present.*

anon

## Special Valentines. . .

**Valentine's Day is over but sharing warmth and appreciation is NEVER over!**

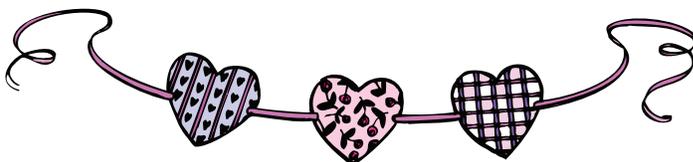
For Valentine's Day the staff on the OB unit did something special for the volunteers serving in their area. Following is a card made for MaryLou James, the Chairperson for the Family Birthing Center volunteers — **a personalized one was made for each volunteer** who works in OB.

*As we celebrate valentine's Day, it's nice to remember those we hold dear in our hearts ; Our Volunteers*

*Thank you so very much for. . .  
 keeping the water pitchers full of ice cold water for tired and thirsty moms  
 rocking a crying baby when the nurses are unable to sit down and do so  
 stocking our patient nourishment room and keeping it tidy  
 putting all the going home packs together with such care  
 making ice pack after ice pack after ice pack  
 keeping our babies warm and cozy by stocking the blanket warmer  
 providing the wonderful guide to parents, "Birth thru the First Year" in both English and Spanish.  
 making sure none of our newborns have cold feet because of our YRMC booties  
 taking those first photos that parents will forever cherish to MaryLou — the brave soul who has the courage to clean out our refrigerator in the lounge  
 and all of your smiling faces, gentle touches and warm hearts that add a special touch to our unit.  
 We all thank you from the bottom of our hearts  
 Happy Valentine's Day*

*The OB Staff*

"We are always so pleased when a department takes special note of the volunteers serving in their area, and enjoy sharing those special recognitions with all of you. Thank You to the OB staff who took time to show their thanks to their volunteers. They really made it a Happy Valentines's Day for them!"



### A little O'Laugh

**Q**-What do you get if you cross a 4-leaf clover with poison oak?

**A**-A rash of good luck.

**Q**-What do you get when you cross a pillowcase with a stone?

**A**-A Sham Rock

**Q**-Why did St Patrick drive all the snakes out of Ireland?

**A**-He couldn't afford the plane fare.

**Q**-What do you call an Irishman who keeps bouncing off walls?

**A**-Rick O'Shea

**Q**- Why can't you borrow money from a leprechaun?

**A**- Because they are always a little short.



**MVV Winners** from page 3

and Ann also volunteer for the "Books on Wheels" project of the Prescott Public Library, delivering books to shut-in patrons. In her rare spare time, Ann enjoys kayaking, antiques for old postcards and collects greeting cards featuring current events. "Ann joined the YRMC volunteer department in 1998 in the Finance Department and has now completed more than 1500 hours of volunteer service at YRMC. It's obvious that she is one of those wonderful people who always give of themselves — that's apparent from the numerous places she donates her time! We're blessed that she gives some of those hours "behind the scenes", in Finance, where they appreciate her so much they nearly ALL signed the nomination form! "◆

## Shredding Facts 2007

John Miller, chairman of the Prescott Noon Lions Club shredding crew, gave us the following facts about the paper shredded at YRMC in 2007.

West Campus crews shredded 3,626 bags of medical information paper, which equals 108,780 lbs, or 52.8 tons of paper.

East Campus crews shredded 1,131 bags of medical information paper, which equals 33,930 lbs, or 16.4 tons. The EC is picking up steam and they expect their figures to increase in 2008.

Grand total for both campuses was **142,710 lbs, or 69.3 tons of paper!** The Lions project roughly 75 tons of paper to be shredded in 2008.

Each bag of shredded paper weighs between 30–33 lbs.

John says the Prescott Noon Lions Club is more than happy to volunteer their services to shred paper for YRMC. They take the shredded paper to a recycling center and use the monies generated for their good works in our community. It's a winner for everyone, and our community benefits most! Thank you, Lions!

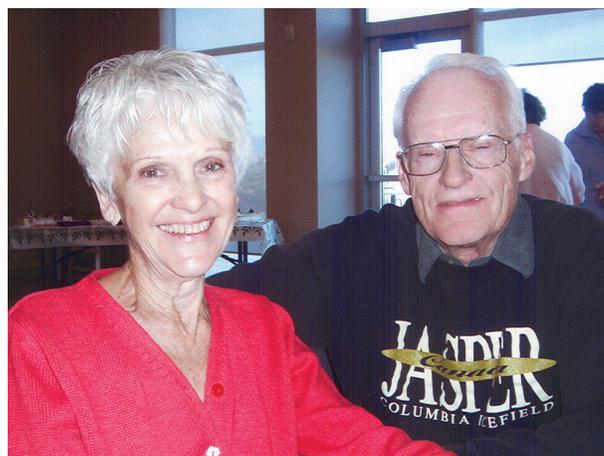


## Threads of love...

About 10 years ago, Nancy Ewart of Dewey read an article about some women in Louisiana making internment dresses for preemies and stillborn babies, giving bereaved parents an opportunity to hold their babies, dressed and beautiful, at least

once. This touched her heart in a special way, and Nancy knew she should and could, do this for our YRMC. Since then, Nancy has continued to make gorgeous gowns for newborn babies who don't survive, and over the years strived to become more creative in making the bonnets, dresses and blankets memorable for the families in their time of grief. By doing this, Nancy hopes to ease their pain in some way. All of the gowns and matching bonnets that Nancy makes are simply beautiful, and we know that parents who have lost a child at birth are amazed, and appreciate so much that someone has thought of them in their time of grief. Being able to lovingly dress their baby in something so special creates a profound memory that remains special forever in their hearts.

Nancy has offered to teach or provide a pattern and her expertise to anyone who might be interested in assisting and/or carrying on this most special of volunteer gifts to our community. If you are interested,



Nancy and Lloyd Ewart at EC in December

please contact the Volunteer Office—771-5678 West, or 442-8678 East.

Nancy's husband, Lloyd, has also been a long time YRMC supporter. He organized the Pastoral Care program as the first Director of Pastoral Care, serving in that capacity from 1978 to 1985, when Ray Roller moved into that position. He is quite proud of the special gifts Nancy shares with us, and we're so grateful these two wonderful people have chosen to give of themselves to YRMC and our communities.

In addition to the things mentioned above, Lloyd and Nancy also serve in two volunteer capacities at East Campus; on Mondays they do the library/magazines there, and then go directly to their second jobs—handling the mail for EC, picking up and distributing it.

*"We knew you would want to know about this special couple who are so giving of themselves for others. We are so fortunate to have them here as part of our YRMC family!!" ♦*

## Caring Clowns.

Longtime YRMC staff and volunteers will remember that years ago we had a good size group of volunteer clowns who would visit, bringing smiles to the staff, patients and visitors. Over the years, the group dwindled and eventually the last two had to give up coming due to declining health. It's been years since we've had clowns walking the halls at YRMC, but we're happy to announce that once again we have begun to "Send In The Clowns"!

Since last fall "Tinsel" and "Polkadot" have been visiting WC, and "Tinsel" visits EC, pushing their Humor Cart through the hallways, They visit the lobbies, waiting areas, and the patients where appropriate (and always checking in at the nurse's station first). Our clowns have had the same orientation and training as far as safety, infection control, HIPPA and confidentiality that all of our volunteers go through, in addition to special sensitivity training on how to use humor in an acute care setting to aid the healing process. Our clowns have also attended intensive clown school. Patty O'Patches, who began The Red Nose Caring Clowns in the Phoenix area, visits at numerous hospitals in the valley, and our clowns have shadowed her extensively so they have experience at being in the hospital environment. They also understand that not everyone is comfortable with clowns, and are careful never to push an interaction if they encounter someone that isn't comfortable with them. For those who are, numerous studies show that laughter, joy-



"Tinsel" (l) and "Polkadot" © with puppet Molly

"the giggles" can have measurable positive effects in the healing process.

"Tinsel" and "Polkadot" have already found a mascot for our YRMC humor program — "Scrubs" the Hospital Dragon will be seen in the halls along with the clowns — don't miss an opportunity to hear his theme song!

In the short time that our clowns have been coming, members of our YRMC staff had expressed interest in learning how to be clowns (we are resisting the temptation to start with the obvious jokes!), so "Patty", "Tinsel" and "Polkadot", at their request, have already had their first 3 session Clown School. Six new potential clowns have learned about costume, makeup, props and the goals of clowning, and will soon be shadowing our experienced clowns to gain some on-the-job training. So the return of the clowns to YRMC is well on its way! We're happy to add the humor element to the pet visitation, music and other complementary therapies that we provide for the well-being of our patients. ♦

## Reflections from the Chaplain



Chaplain  
Raymond Roller

These are busy and exciting times. I have been part of YRMC for nearly 24 years and I have fallen in love with the Hospital and its personnel. God has granted me 87 active years, well past retirement age for most people. I am the oldest of the Hospital's 1800 staff members. I told the Lord, if He granted me health, and the Hospital still needed me, I would love to continue serving Him and YRMC. Both the Hospital and the good Lord have said to stay the course, though I will be stepping down from my current Director role.

The Pastoral Care Ministry continues to grow and develop along with our communities needs. I will be reducing my hours and responsibilities to allow another individual to lead the department forward. I am pleased that I will continue to serve in a Chaplain Coordinator role in support of the program. We will start the recruitment process to identify and hire a new Director in the near future.

I am pleased to serve the Lord and YRMC. I know you will continue to support our Chaplain Services Program

Sincerely,

Reverend Raymond Roller

## 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!**

### **Books are Fun** (Gift Shop)

Special thanks to **Jeanne Frederiksen, Rosemary Hoeft, Shirley Hutter, JoAnn Oberg** – Special thanks to these busy ladies who always come in when needed, some even working an extra shift!

### **Bath and Beauty Sale** (Gift Shop).

**Shirley Hutter, Phyllis Troutt, Nancy Brown** – Shirley worked this special event in addition to her regular shift. Phyllis came in at 6:45 am in addition to her regular shift. Phyllis also works on the candy orders. Nancy sometimes works just about every day and also helped out on our Bath and Beauty Sale. All of you are greatly appreciated!

### **\$5.00 Jewelry Sale** (Gift Shop)

“My thanks and appreciation to **Jeanne Frederiksen, Lorilla Hook, Rosemary Hoeft, Shirley Hutter, Gail Montierth, Betty Starkey, Emma Paradise, Phyllis Troutt, Randi Suppes, Gloria Toft, Deanna Melendez, Marcie Raney**. During our big sale you all were willing to come in early, work extra hours (in addition to your regular shifts) and help where ever you were needed. You are all so very special!

### **Betty Anderson**

(from a patient and a family member!)

“Wow! What an incredible person Betty is. She was such a great assist to me and my son-in-law during my day at YRMC (blood transfusion). She was so kind and generous!”

“I cannot say enough kind words to describe how impressed I (and my mother-in-law) was with Betty. She was responsive, supportive and so very kind. God bless YRMC and Betty.”

### **Freddi Davis** (Info Desk (from a visitor)

“She’s always willing to help in any situation. She’s smiling and friendly to all.”

### **Paul Boeve** (Parking Attendant (from a visitor)

“He was very courteous and helpful to me when I visited.”

### **Lory DeBernard** (from staff)

“Thank you for your willingness to respond to the death of T. J. and offer emotional support to the family. Thank you for stretching your role as a volunteer. Your kindness has not gone unnoticed.”

### **Mickie Hansel** (from a visitor)

“Our friend was scheduled for surgery and a bunch of his “fan club” was hanging out in the waiting room. Vickie managed our “visits” in and out with a hug, with a smile and great professionalism. She is a GREAT asset to the volunteer department.”

### **Vivian Hines** (from a fellow volunteer)

Not only does she work very hard and is always willing to substitute, but she is also very caring for volunteers who are not feeling well.

### **Bettie Herbert** (from a fellow volunteer)

Bettie’s great idea for handing out the orientation schedule separately and for all the work she puts into the orientation packets, thank you!

### **Lucille LaFlamme** (from staff)

“Lucille came in on Christmas with a big basket of pillows she had quilted to give to patients. Some of the nurses were admiring her work and she gave us each one, too. It made our day that she would come in on a holiday like that. She is a very caring lady!”

### **Deanna Melendez** (from a volunteer)

“Deanna is a great assist to the Gift Shop. She ordered all the candy and sundries while I was on vacation, and did a great job!”

### **Emma Paradise** (a fellow volunteer)

“What’s in a name? Emma is a true angel. We have wonderful personnel in our department, but if we’re ever in a pinch for a sub, Emma always comes through, and she has for me. Thank you and I love you, Emma.”

### **Joyce Spitz** (from a volunteer)

“When I needed someone to sub for me (my husband was ill) Joyce immediately volunteered. The next time I asked – again, she didn’t hesitate. In a crisis you couldn’t ask for a better friend.”

### **Carol Stimple** (from a volunteer)

She supported me tremendously, while I was handicapped with back problems. She did my escort job! She made uplifting calls to me and even trained new volunteers for me. She is a wonderful person and a great attribute to YRMC.

### **Lions Shredders** (kudos from staff)

We thank you Lions Shredders for the excellent job you are all doing shredding our charts. You are saving us approximately \$50 a week and we appreciate it very much.”

### **Phyllis Troutt** (from staff)

“Phyllis works many extra hours for the Gift Shop with her candy ordering, and when we have a special event she helps out. Phyllis’ dedication is greatly appreciated.”



**YRMC Volunteer Services**  
**will be Celebrating**  
**our dedicated volunteers**  
**at the**  
*Annual*  
*Awards Luncheon*

**Monday, May 12, 2008**  
**11 am**

**The Prescott Resort**

**Mark your calendars now!**  
**Invitations will be mailed later.**

## Special T.E.A.M. Award for Luana Mangold and her Music

from staff, patients and volunteers

"Luana is special because her beautiful music brings peace and calm to almost all who hear it. She is wonderful and I really appreciate her sharing her talent."

"Luana came to P.F.S. offices and played her harp for us. Her music is beautiful and very soothing. It is a wonderful talent and we are lucky she shares it with us."



"I have enjoyed her playing in different departments in this hospital. I think the reaction we get from patients, employees and visitors is wonderful. I enjoyed her playing at Patient Financial Services and I think she makes a difference for everybody."

"She plays her harp and it's really soothing and an asset to the working atmosphere. The music puts everyone in a happier, more productive mood.. I hope she always plays for us."

"Do you know what it's like to have a day that nothing has gone right and despair starts to creep into your soul? Well, that was the kind of day I was having when I heard a melody that had to be coming from an Angel from Heaven. I peeked around the corner and there was Luana playing her harp and you know the harp is God's instrument. My soul soared to my own little corner of heaven. Her sweet playing made my despair into hope and reminded me heaven is just around the corner. Please come again to the Business Office. You lift our spirits."

## Hallway Magic!

For all those who do escorting, or anyone who ever directs a visitor or family member somewhere in the facility, did you know. . . .

that recently the corridors on the main floor were painted to help people find their way? From the lobby, if someone follows the sage green wall color, it will eventually bring them to the elevators up to the Human Resources reception area, and access to all the back areas of the hospital, including Outpatient Pharmacy. They can get directions to most financial and administrative offices at HR reception. On the way back down, following the sage green again (and the signs saying Main Lobby) will get them back to the main entrance. As a side note, the hallway to the cafeteria is painted the purple toned color (lilac, deep lavender, amethyst?), so if you turn from the sage green color hallway into the purple hallway, you'll be headed along the cafeteria to x-ray hall. Now isn't that easy?

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both of whom volunteer. In our February issue, ten couples submitted their "love stories" which were touching and humorous accounts of their meeting or some other cute story about their relationship. The March issue involves a photo match contest where ten volunteers submitted "youth" pictures which have to be paired with the adult photo. It's been a fun portion of our paper.

That's about it for now. I'm looking forward to seeing many of you at the Volunteer Luncheon!

*Ann Monroe*

**The next time Easter will be this early (March 23) will be the year 2228 (220 years from now). The last time it was this early was 1913 (so if you're 95 or older, you are the only ones that were around for that!**



**Volunteer Services**  
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NON-PROFIT ORG.  
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**Our Annual Awards  
Luncheon is  
coming up!  
See page 12 for  
details.**



### **Important News:**

**Our “on-line” newsletters are starting. Some of you will be mailed the electronic version AND a hard copy as we work on the change over. For those of you who receive the on-line version, notice there is a link you can use to let us know what you think. Do you like this electronic version of your newsletter, or do you still want the hard copy. If we don’t hear from you, we will assume you prefer the on-line version.**