

Women's Health Pavilion on Track for May 2010 Opening. . .

Have you had a chance to see all the excitement going on at the East Campus?? Our new Women's Health Pavilion & Family Birthing Center is right on track for opening in May 2010. This gorgeous new facility will have state-of-the-art everything...from private patient rooms and baths to two dedicated C-section operating rooms. Moms and their new babies will soon be able to benefit from the very latest in comfort and technology.

The new Family Birthing Center is so big at 45,000 square feet – more than tripling the size of the 20-year-old landlocked Family Birthing Center on the West Campus! And the East Campus in Prescott Valley – where we have 38 acres of land and where the highest percentage of young



Women's Health Pavilion and Family Birthing Center at East Campus Yavapai Regional Medical Center in Prescott Valley.

families in the quad-cities area live – is the perfect place to build a state-of-the-art women's center. This beautiful new facility will accommodate 3,200 births a year, up from the 1,470 capacity we have now. The grand design will include 24 labor, delivery, recovery, postpartum (LDRP) patient rooms, six triage rooms, two C-section operating rooms, a 10-bed warm and secure nursery, comfortable family-gathering spaces and Family Resource Center services.

When you are on the construction site, you can just imagine how beautiful the rooms will be...with soothing colors and elements inspired by nature, private garden views, comfortable beds placed so they aren't visible from the hallway, large private baths and comfortable sleeper/sofa beds for dad or coach. Add to that such state-of-the-art features as a wireless internet connection for e-mailing baby pictures to friends and family, a TV/DVD unit, a small refrigerator and even room service!

An additional benefit is that building the Women's Health Pavilion on the East Campus allows us to use the vacated Family Birthing Center space on the West Campus for expansion of our much-needed, highly-utilized Heart Center.

Be sure to watch for updates as construction progresses. Each day brings us that much closer to realizing a long-held dream that once again fulfills YRMC's Mission...its promise...to provide comprehensive, high-quality healthcare consistent with our communities' needs. ♦

*The pessimist
sees difficulty
in every
opportunity.
The optimist sees
the
opportunity
in every
difficulty*

Winston Churchill

“The Pulse”

is a bi-monthly publication
of Volunteer Services of
Yavapai Regional Medical Center
1003 Willow Creek Road
Prescott Arizona 86301

Permission to use material from
this newsletter is granted for
non-commercial uses provided
you credit the source

Lynnel Walters
Director Volunteer Services
West Campus - 771-5678

Nancy Thomes
Volunteer Services Manager
West Campus

Sue Baty
Volunteer Services Coordinator
West Campus

Ann Monroe
Volunteer Services Manager
East Campus - 442-8678

Luana Mangold
Music Program Coordinator
771-5454

Ginger Carlson
Design/Layout/Editor

Credit is given to the author of various
articles that are reprinted, when the original
author is known. Any omission of credit to an
author is purely unintentional and should not
be construed as plagiarism or literary theft.

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.



Penny Reed (l) and Carol Baltz (r) receive thier MVV pins from CEO Tim Barnett (kneeling)

Penny Reed - was born and raised in beautiful downtown Burbank and lived there until she was 27. Between then and now, she has lived in Lancaster, Los Angeles, Thousand Oaks and Santa Rosa, all in California, then in Oregon and Washington before retiring to Chino Valley. She and her husband, Dwight (also a volunteer) moved here in 2005 to be near their son and his family. They also have a son in Washington, and have 6 grand children. They visited here when their son was at Embry-Riddle in the 80's, and never dreamed one day they'd live here. Penny has done a lot of different things in her working life, being a receptionist, an escrow officer, real estate salesperson, farming, bookkeeping, collections and working for a Chiropractor. She says, "My life has been varied and never boring!" Penny continues, "I always thought that when I retired I'd like to volunteer in a hospital. While visiting a friend here at YRMC, I got on the elevator with a lovely lady volunteer who told me how to apply. I did, and talked my husband of 38 years into applying also. He is a courtesy cart driver and really enjoys it. I work in Human Resources with the greatest people. Everyone is so friendly, helpful and fun. Volunteering has been and will continue to be a great experience. YRMC treats its volunteers with such respect and we feel valued by the employees. I would recommend it to anyone."
"Penny has contributed over 388 hours since she began her YRMC volunteer "career" in 2007. Thank you, Penny!"

Carol Baltz - was born and raised in California on a 360 acre ranch at an altitude of 6500 feet with the nearest town, of 400-500 residents, 10 miles away. Grade school was a one room schoolhouse with one teacher and a grand total of 14 students (2 from her family). Going to

continued on opposite page

Winners *continued from page 2*

high school entailed a 70 mile drive on the bus plus the 10 miles to catch the bus. After high school she began working for the Bank of America, continuing with them after she married. She has been single since 1973 and pursued many interests including earning her private pilots license in the late 1970's when there were less than 275,000 women pilots in the US.

In 1991 she transferred to Prescott with BofA and in 1993 elected to take early retirement, continuing to work in real estate appraising as an independent contractor until 2004. She then worked part time at a friend's mortgage company until she broke her arm in 2005.

Carole began volunteering at a local church, serving as treasurer for 5 years. In 2004 she began volunteering at YRMC in her spare time. She says, "It is such a joy for me to be able to contribute as a team member with IV Therapy each Monday. The nurses and support staff seem to consider me as one of them and make me feel special, needed and contributing to their departments overall success. I even get special hugs from some of the steady patients. So so special! In addition to IV Therapy, about a year ago I offered to assemble the volunteer award pins with service hour bars for the west campus.

I also belong to Beta Sigma Phi Xi Alpha chapter in Prescott.

Our mission includes service to others, as well as enriching our own lives.

My other interests include creating beaded jewelry and other items, a portion of the sales of which benefit the Coalition for Compassion and Justice serving the less fortunate in our community. I also am a member of the Hosanna Bell Choir at church. I have served on the board of my HOA for 13 years. My faithful companion is Tiger, a nine year old Shih Tzu who brightens my day and keeps me fit as my walking companion.

"Carole has contributed over 880 hours to YRMC in her 5 years here. Congratulations and thanks, Carol." ◆



Penny with her Human Resources staff.



Carol with her IV Therapy staff

Medical Questions and Answers

Q - What does the word "bacteria" mean?

A - Back door to cafeteria.

Q - What is the fibula?

A - A small lie.

Q - What does "varicose" mean?

A - Nearby.

Q - Give the meaning of the term "Caesarean Section."

A - The Caesarean Section is a district in Rome.

Q - What does the word "benign" mean?

A - Benign is what you will be after you be eight.

Q - What is a D & C?

A - Where Washington is.

Q - What is a coma?

A - A punctuation mark.

Q - What does "fester" mean?

A - Quicker than somebody else.

Q - What is a hang nail?

A - What you hang your coat on.

Q - What is a hospital?

A - The biggest building in town other than Joe's feed warehouse or the lumber mill.

Q - What are labor pains?

A - Getting hurt at work.

"No one ever says 'it's only a game' when their team is winning."

anon

News from our PAWS Program

Recently our PAWS program folks have been active in many local activities and received some well deserved attention, too! Some of their news:

Cindy McArthur, who has three dogs registered in our Pet Partners program, Nitro, Radar and Inspector Gadget, recently was honored with a scholarship to further her training with her dogs in the area of Search and Rescue. She has shared with us pictures and information about their experiences, which we happily share with you below.



Cindy putting Inspector Gadget through his paces.

“The National Association for Search and Rescue Peter A. Cheney Canine Handler Scholarship” is awarded annually by the SAR Dog Community in recognition of the efforts of a person to improve themselves as a canine handler. I was selected among many applicants nationwide as a recipient of this award. Inspector

Gadget is training three times a week to become the only certified tracking dog in the Yavapai County Sheriff’s Response Team Search Dog Unit. He has been training since August 2008 and will most likely need to train for another year before he is ready to certify.

I passed a rigorous two day written and field test to become a certified NASAR SAR technician II in April of 2008. This skill set requires extremely precise distance pacing and compass navigation on a course, man tracking, knowledge of knots, knowledge of the Incident Command System in event of being deployed as a canine handler in a search or disaster, and accurate topographical map interpretation. I have been a Wilderness First Responder since 2006; this is a certification requiring extensive knowledge of first aid skills necessary for Search and Rescue in a wilderness setting. My dogs and I have helped the Search Dog Unit make 4 finds while volunteering as a canine handler on the Yavapai County Sheriff’s Response Team.

The 2009 NASAR Conference offered the best instructors in the nation in the field of canine SAR and my dogs, Inspector Gadget and Nitro feel blessed to have been given the opportunity to attend these top notch classes. The pre-conference was a 3 day seminar taught by Teresa MacPherson in the area of First Responder Disaster Dog. This class was

designed to prepare a handler and their dog to certify with the Federal Emergency Management Agency to work on a Task Force deployed to find survivors of national disasters. Nitro and I were very impressed with the caliber of instruction. I was asked if I might be interested in training to become a handler in the Task Force out of Phoenix, AZ.

Inspector Gadget and I were presented with the Peter A Cheney Canine Handler Scholarship which included our conference fee of \$275 and a check for \$500 for expenses during the opening ceremony of the NASAR Conference. He was a perfect gentleman while we walked up to the podium to accept our award, I was very proud of him.

Then it was Gadget’s turn to learn along with me about being the best tracking dog possible. Our instructor, Robert Noziska of the Border Search Trauma and Rescue focused on the importance of ritual training, voice tones and leash control to keep your dog on trail as well as several hours of problem solving field work.

Lastly Nitro was back in the spotlight for a Human Remains Detection class covering selecting a SAE dog, training final response and imprinting odor then back out in the field for more problem solving and HRD work. During this field work Nitro was among the 3 dogs of a group of 12 that were able to detect the scent of a grave from 1899! Dur-

ing the conference we attended a class about the use of HRD canine teams to aid Archeologists in the recovery of buried human remains up to 2000 years old.

“Our most heartfelt congratulations to Cindy and her incredible dogs for this very special honor, and our gratitude for pursuing this most important work go out to them. We are very proud they are part of our PAWS program



l to r. Kathy Bryan and Brick, Tony Tennille and Smokey, Esther Houston and Rosie

In a recent issue of *Prescott Dog*, Kathy Bryan with her dog, Brick, were featured in a photo and accompanying article (shout out to Esther Houston and Dottie Souther, who were also pictured!) about therapy dogs. Gary DeGeronimo was featured in the same article and he shared his expertise on therapy vs service dogs, among other things. Gary, with his dog, Nikki, was the founding team for our PAWS program, and he still serves as our evaluator when new teams are trying out for the program.

One of Gary’s many roles is as Shelter Manager for the Humane Society of Sedona. He has a program called Kids and Kritters Camp that teaches kids

about animals, their proper care and other lessons, and as part of that he has several of our PAWS teams to come over and demonstrate what a therapy dog does.

Kathy Bryan with Brick, Tony Tennille with Smoky and Esther Houston with Rosie attended the camps for 5 weeks over the summer, working with the kids and teaching them about our animal friends.

Numerous of our teams participated in Prescott Valley’s “Bark in the Park” event again this year, despite the terrible winds and less than ideal conditions.

Althea Friedman and Darcy also represented PAWS at the Circle L Paws for Fun event, and she and Barclay have done numerous Chino Valley events.

We’re proud of the outreach that many of our teams do – our thanks to them all! ♦



Nancy Garzone and Archie at Prescott Valley’s Bark in the Park



Althea and Barclay represent PAWS often at Chino Valley events.



Bonnie Barrett and Sonnet at a Bark in the Park event.



“If you think dogs will not be in heaven? I tell you they will be there long before any of us.”

Robert Louis Stevenson

Where's Waldo?



Waldo Bennier,
approx. age 14

We have a winner! Or rather, two winners! It was a collaborative effort but at long last Dottie Souther and Maggie Nowlin came up with the correct answer to our "Just for fun – guess who this is" item in the newsletter. It's Waldo Bennier!

We received the most votes for . . . CEO Tim Barnett! (But he technically wasn't eligible because he's not a YRMC volunteer.) Some thought it resembled Ken Wiley, or Roger Weaver, but none guessed Waldo. Guess the crew-cut he's known for threw people off! Congratulations to Dottie and Maggie, who Waldo will present with prizes for being the first to get it correct.

Note: Ginger Carlson, editor of The Pulse actually guessed first, but since she got to see the pic so much earlier than everyone else, we thought we'd continue to hold it open. She will be presented with a prize too, though!

Now. . .here's the next one!



Who Am I?

Here is another pic from the past for you to take a crack at. This lady volunteer explains that for her 30th birthday a friend threw a dress up party for which everyone was to come as a Hollywood star. She says it was a great time and assures us the drink was just a prop! She certainly looks the part of a movie celebrity, doesn't she?

If you think you know who this is, contact us in the Volunteer Office. If by chance you saw this pic when the lady brought it in, we're counting on you to disqualify yourself since you have inside information – and mum is the word!

????

BBB Consumer Alerts about US Census Workers Be Cooperative, But Cautious!

The big question is – how do you tell the difference between a U.S. Census worker and a con artist? BBB offers the following advice regarding U.S. Census 2010:

- If a US Census 2010 worker knocks on your door, they will have a badge, and generally have a handheld device, a Census Bureau canvas bag and a confidentially notice. Ask to see their identification and their badge before answering their questions.

- Census workers for the U.S. Census 2010 are currently only knocking on doors to verify address information. Do not give your Social Security number, credit card or banking information to anyone, even if they claim they need it for the U.S. Census. Census workers will not ask for bank account information nor will they solicit donations.

- Eventually, Census workers may contact you by telephone, mail or in person at home. However, they will not contact you by e-mail, so be on the lookout for e-mail scams impersonating the Census. Never click on a link or open any attachments in an e-mail that are supposedly from the U. S. Census Bureau.

- *It has come to BBB's attention that some companies are mailing letters to Arizona residents asking for a donation and a request for completion of surveys such as "2009 Census for Senior Citizens" or "National Census of U.S. Taxpayers." These types of solicitations are not from the U. S. Census Bureau.

New West Campus Volunteers. . .

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

- Gordon Ashby
- Kimberly Brennan
- DiAnne Busse
- Michelle Cohen
- Robert Dunn
- Michael Fogel
- Isaac Frankel
- Myron Gifford
- Charlene Guderian
- Jessie Humphrey
- Patricia Kloss
- Jennifer Lewis
- Brett Lightfoot
- Cindy A. Mitchell
- Justin Rodrigez
- Linda Symmonds
- Zachary Rembert
- Nancy VanderVoort
- Stephen Von Frange
- Karen Walser
- Jack Weldon
- Daniel Wood
- Joel Zobitz

Many, many Thanks!

Thanksgiving

**May your stuffing be tasty,
May your turkey be plump.**

**May your potatoes and gravy
Have nary a lump.**

**May your yams be delicious,
May your pies take the prize.**

**May your Thanksgiving dinner
Stay off your thighs.**

Blessings to you this Thanksgiving!



**East & West campus
Gift Shops**

10% OFF COUPON
any single non-sale item

Valid through January 31, 2010
One coupon per person please

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

Calendar: Oct - Nov - Dec 09

Oct 19 - New volunteer orientation
West campus
8:45 am - 3 pm, Spruce Room

Oct 31 - Happy Halloween!



Nov 10 Advisory Committee Meeting
Spruce Room - 4 pm

Nov 11 Veteran's Day -
thank you vets!



Nov 16- New Volunteer Orientation
West Campus
8:45 am - 3 pm- Spruce Room

Nov 20 Thanksgiving Open House-
everyone welcome!
YRMC West Cafeteria, 2 - 4 pm

Nov 26 Happy Thanksgiving!



Dec 9 - Holiday meal West Campus

Dec 10 - Holiday meal East Campus

Dec 11 - Happy Hanukkah!



Dec 25 - Merry Christmas!

Dec 31 - Happy
New Year's Eve!!!!



Orientations and annual reorientations for East campus will be scheduled as needed by Ann Monroe and you will be notified of the dates.

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!

Below is a copy of a letter sent to Marty Mecca, one of our volunteers by CEO Tim Barnett:

Dear Marty:

I would like to take this opportunity to thank you for taking such great care of our patients and staff.

We are committed to our Total Healing Environment along with our Vision and Values, as you know. Through the efforts and hard work of our Medical Staff, employees and volunteers, our Vision is expressed in the care we give and the services we provide. I received correspondence from an employee who told the story of an infant whose mother was in the ER. She told how the child pulled himself up on a table and knocked a lamp to the floor, breaking it to pieces. She stated that at the end of your busy day you took time to go out and replace the lamp, not even asking for reimbursement. She spoke of how helpful you are whenever a doctor is needed saying you always know where to find them. She said you were a joy to work around and thanks you so much for all you do.

I also want to thank you for all you do for our patients and staff at our Medical Center. You are a true example of our Vision and Values in action.

Respectfully,

Timothy J. Barnett
President & Chief Executive Officer

"Our congratulations to Marty for going above and beyond in her service to YRMC. Thank you!"

Bobbie Bigus from staff
Bobbie frequently stays after her shift when the Cath Lab is busy. Since the afternoon shift is not fixed, I recently observed her offering this. She also does a wonderful job keeping family members informed. Very helpful.

Dorothy Bessette from fellow volunteer
Patient asked for Dorothy to come up for a visit. They had a wonderful visit and shared prayers. They had a wonderful visit.

Judy Besser from staff
Judy just returned from vacation and pitched in "double time" to help to help us get ready for volunteer orientation. With her help we were able to accommodate a large group. She is always so generous with her time. We love her!

Arlene Bright from staff
Arlene has been training a large number of our new volunteers in the ED department this summer. She has been thorough and supportive in this endeavor and her expertise is greatly appreciated.

Bill & Grace Corley from staff
Bill recently volunteered all day in surgery when the PM volunteer was unable to come in. It was a busy day and his willingness to stay was very helpful for the staff, families and visitors. Grace also helped him after her shift ended.

Freddie Davis from fellow volunteer
Freddie is a pleasure to work with. She is GREAT with patients and visitors and always knows how to handle any problem. A valuable volunteer!"

Linda Davidson from staff
Linda recently agreed to add two new areas of service to her current ICU position. She is interviewing and writing feature stories on our volunteers and is doing filing for our HR department. She was willing to add these extras and has filled vital needs!

Jean Dennison from staff
Jean trained a large number of new volunteers this summer in the ED department. She is always so helpful and willing and we receive positive feedback about her training.

Seymour Dicker from staff
The Physician's Referral office had a water problem and Seymour reacted quickly to minimize the damage.

Dani Dutton from staff
Dani brings candy for staff when she does her mail rounds. She knows our favorites and goes out of her way to have these with her. This personal service plus her wonderful sense of humor goes a long way to brighten the day for those she encounters.

Kris Foulkes from visitor/family member
The volunteer was working on 8/29/09, noon to 4 pm. Kris was calm, compassionate and caring and made sure that all the visiting family members were taken care of. Her loving, caring presence was so appreciated. She is fabulous at what she does and I want to thank her.

Sharon Galloway from staff
Sharon trained several new volunteers this summer while our regular trainer was out. She did a great job in this role and I appreciate her willingness to help in this way.

Mickie Hansel from family member of patient
On July 14 my father (76) went in for surgery to remove the lower lobe of his left lung. There were six of us family members that accompanied him to the hospital. We were greeted in the surgical waiting room by Mickie. . .the greatest volunteer. Mickie helped us through the seemingly endless hours of waiting.

Over the next couple of days, we were with dad 24 hours a day. We were very tired both emotionally and physically. What an enormous comfort Mickie was to us. Every time my Mom or I entered of left the hospital, Mickie was there to listen to us and to support us. You cannot imagine how touched we were and how much help she was. Thank you for having such wonderful people working in the hospital as volunteers!

Carol Hicks from fellow volunteer
Carol is a very pleasant and reliable escort. She sees things needing to be done and does them before you even ask. Her even disposition reflects on everyone around her. She is the person who keeps our area clean. When she sees liquid spilled on the floor, she is the one grabs a paper towel and wipes it up before anyone has a chance to call housekeeping. No work or extra task is too much for her. Carol is very committed to

her volunteer position. It is a joy to have her on the Wednesday afternoon team.

Gale Larson from staff
Gale is one of my newest volunteers and is a blessing! She works every minute of her shift dusting, displaying and being creative. She recently suggested She recently suggested we letter the display windows so customers were able to identify where they saw the merchandise they wanted to buy. We have received complimentary feedback since we have done this.

Sharon Molinari from staff
goes out of her way to keep us supplied with our favorite candy when she does her mail rounds. Thank you for the personal service and sense of humor. You are a day brightener!

Peg Rhodes & Lorilla Hook from staff
Today I bought 2 presents for my wife (for our 17th wedding anniversary) and these helpful folks not only found the right boxes, but also did a great job of wrapping them for me!

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

Katie Ware from staff
Katie has taken a number of extra shifts on the snack cart this summer. Her assistance helped to maintain a consistent schedule for this service.

East Campus

Kathi Stevens from staff
Kathi, thank you very much for your help and support in preparing all of the little things for the Service Awards this year. I appreciate your time and efforts.

Carol Bielick from staff
Carol, for months you have been helping me to think, brainstorm, sort, unwrap, tape, adhere, copy, collate and you came and worked your tail off the day of the event decorating, You gave above and beyond and wonderful sense of humor kept me sane throughout the entire event! Thank you for all of your excellent work and dedication! I so appreciate you!

Robin Blake from staff
Robin, you have have helped me so much this year with the Service Awards event in preparation, as well as giving your time to help set up and decorate on the day of the event. I couldn't have done it without your help! Thank you so very much!!

!!
Shirley Koch from staff
Shirley is always willing to help out on special projects, and true to form, she did once again by coming in at the volunteer blood draw. She had to be there in the the early hours of the morning. Thank you, Shirley, for all you do for YRMC.

Shirley Bloom from staff
Volunteer services is grateful to Shirley for her signing up to help with the volunteer blood draw. She came in early to do that then stayed to do her regular volunteer assignment. Thank you, Shirley!



Volunteer Services
Yavapai Regional
Medical Center
1003 Willow Creek Rd.
Prescott AZ 86301

NON-PROFIT ORG.
U. S. Postage
PAID
Prescott, Arizona
Permit No 317

YRMC Volunteers

**Please join us at our
Thanksgiving Open House
Friday, November 20**

2 - 4 pm

in the West Campus Cafeteria

**as we celebrate all you have accomplished over the
past year.**

**This celebration is for all
volunteers who serve YRMC**

Light refreshments will be served.