

Annual Volunteer Recognition Edition

April is National Volunteer Month and capping the celebrations was our annual recognition luncheon at the Prescott Resort on April 1, appropriately, April Fool's Day! There was considerable fun going on and a LOT of laughter, so if you missed



Great turnout!



Synchronized Swimmers



Man Eating CEO

this one, you really missed quite an event! It was a nautical/beach theme this year, and the opening entertainment was a synchronized swimming routine choreographed by Nancy Thomes, and performed by Volunteer Services staff assisted by members of ADCO. Words really can't capture it. . .but we can tell you it was probably the worst performance we ever did! What we hadn't counted on was that the 450+ audience's laughter was so loud that we couldn't hear the count, which was the only way we knew where we were supposed to be. It only made it funnier and that was the goal, so we considered the entertainment a success, especially the appearance of two sharks; the fin was Human Resources Executive Director Mark Timm and the full shark suit was none other than CEO Tim Barnett. For those who missed it, we did have an amateur video taken, so if you have computer access and want to check it out on Youtube, the link is:

<http://www.youtube.com/watch?v=phkik62utM0>

Also included was a video of the volunteers in their tropical beach hats—it was a little of Murphy's Law this year—the equipment wasn't cooperating so the sound wasn't there, but still it was fun seeing as many of the volunteers as we were able to capture "on film." We never can catch ALL the volunteers but we try to include as many as possible, so we hope you saw yourself! This year we are making the video available to watch again through the help of our IS department. They are working on putting it on our intranet web site, so we'll be getting the information out to you asap

See inside for Special Recognitions and more photos. . .

People who are the happiest don't have the best of everything. They make the best of everything they have.

anon

"The Pulse"

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Very Special Recognitions. . .

Special Recognitions this year were given to East Campus Volunteer of the Year **Linda Baker**, West Campus Volunteers of the Year **George Koepke** and **Seymour Dicker**, and Sandy Zinn-Martin Award Winner **Carol Bielick**. Read more about these special people in an accompanying article.

Top Years of Service and Hours recognitions went to **Dorothy Kalabus** with 32 years and **Marlene Beasley** with 12,570 and **Bettie Herbert** with 12,041 hours. Also honored were **Jane Jackson** and **Cliff Nicholls**, who reached 20 years of service. **Thad Vaughn** also reached that milestone in 2012. Our congratulations and gratitude go to these most accomplished and special people who contribute so much to making YRMC what it is. Thank you!



Jane Jackson and Cliff Nicholls - 20 years



Nancy Thomes and Dorothy Kalabus (r) 32 years!



Mark Timm visits with Jane Jackson, 20 year honoree (l) and Bettie Herbert, 12, 041 hours!



Thad Vaughn - 20 years!



Marlene Beasley, 12,570 hours!

Special Recognitions & 2012 Honorees...

The annual announcements of our special recognitions are made at the Recognition Luncheon each year for the previous year. Our honorees for 2012 are profiled below. Once again our most sincere thanks and congratulations to these wonderful people who serve at YRMC.



WC VOY George Koepke (c) with Director Lynnel Walters and CEO Tim Barnett.

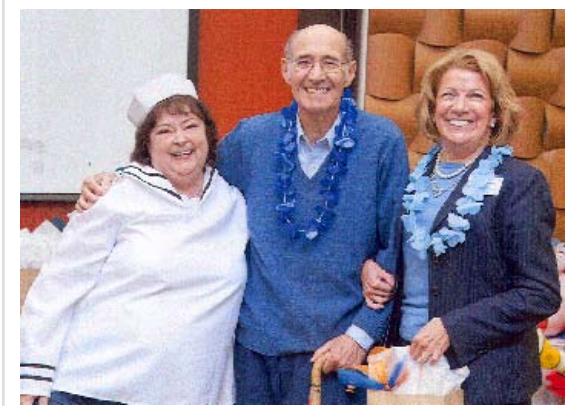
George Koepke It's hard to find enough words to capture the generosity of spirit of this man, as well as the quiet strength that his life experiences show he possesses. George shared some of his story with us in an edition of "The Pulse" volunteer newsletter, when he told of taking the Honor Flight, which flies veterans back to Washington DC to visit the memorials and honor them for their service. He told of being a right gunner, flying in B-17's and B29's during WW II, and having a peanut butter sandwich for Thanksgiving dinner on one of those flights. After completing his 30 missions he returned to the states and married his childhood sweetheart, Evelyn, and together they raised 4 boys. George retired after 30 years with Motorola and moved to Prescott permanently in 1987. Not being one to sit around, George began serving at the Elks Theater, the Yavapai College Performance Hall, Citizens on Patrol, the VA Hospital and YRMC. He still serves at the VA, and has for 23 years, as well as serving two days a week as an escort here at YRMC for nearly 17 years. This quiet man has a hidden sparkle of humor that surprises people, since George is one to stay in the background. But that sense of humor shines out in the gleam in his eye and a tiny smile, all the more delightful because it's unexpected. He always hops out of the chair ready to escort visitors all over YRMC, and does it with friendliness and a helpful manner that welcomes people to our hospital. We are proud to honor **George Koepke** as our **West Campus Volunteer of the year for 2012**.



East Campus VOY Linda Baker (r) with East Campus Asst Director Nancy Thomes.

Linda Baker – has been a volunteer for the past two years in the East Campus Gift Shop. She's the kind of person who didn't need to be here long for her efforts to be recognized. Linda's sense of humor is the first thing most people notice. Volunteers from several departments were quick to comment on how fun she is. She truly has a great personality for the gift shop; she and her partner often have high sales days on their shift. She has trained many of the new volunteers and serves as a great role model for them. She comes in extra days to accommodate a new volunteer's schedule for training. She assisted with the interview process for hiring shop coordinators twice, providing her valuable feedback to enable us to select the right person for this key position. Linda's positive demeanor and continual exceeding of our expectations makes her stand out. She accepts change with grace, and whatever is asked of her she rises to the occasion and has something positive to say about it. Congratulations, Linda!

Special Recognitions *continued...*



VVC VOY Seymour Dicker with Director Lynnel Walters (l) and Philanthropy Executive Director Robbie Nicol

Seymour Dicker- Remarkably Seymour Dicker shares the same generous spirit that sets George apart, always putting service to our patients as priority number one. Ensuring every shift is covered is so important to Seymour that he will personally cover any empty slots, if necessary by forwarding phones to his home so that no one needing assistance is left unaided. He serves as the Chairperson for Physician's Referral, and as such ensures that all his people receive the training and support they need to perform their service well. He also brings a wonderful sense of humor to his service, taking all the craziness that sometimes comes to him in stride, and simply moving on to serve the next caller.

He also brings to us a rich background of experience and service. His career was spent as an attorney in New York City. After a 35 year career as a trial attorney he and his wife Judy, retired to Prescott in 1998. Also not one to sit still, he has been an active volunteer in several areas, including serving as an Arbitrator for the Yavapai County Superior Court and on the Foster Care Review Board for the Arizona Superior Court. and both he and Judy became YRMC volunteers, contributing thousands of hours here.

All that not being enough, he also serves on the Board of Trustees for the YRMC Foundation. As one of our ADCO members describes him, "He is a gentleman in every sense of the word." And that truly describes **Seymour Dicker**, our second **West Campus 2013 Volunteer of the Year!**

The Sandy Zinn-Martin "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.



The 2012 SandyZinn-Martin Award Winner Carol Bielick (c) with Asst Director Nancy Thomes and HR Executive Director Mark Timm.

The 2012 Sandy Zinn-Martin Award Winner is Carol Bielick. Carol is a former Breast Care Center volunteer praised by staff, who said that she was always cheerful, capable and eager to help. She made them laugh, they loved her stories of Chicago and her movie reviews. She made their days easier because there was nothing she couldn't do and nothing she wouldn't do when asked. Carol currently volunteers in two areas, assisting in Human Resources on the West Campus and in a Physician Care office adjacent to the East Campus. Staff in Human Resources said she is an invaluable asset with a "can do" attitude and a professional demeanor. They noted her attention to detail and ability to manage complex projects. Staff at Physician Care gave Carol accolades as follows:

- C – Conscientious and Commitment
- A - Awesome and Accountable
- R - Reliable and Respect
- O - Outstanding and Quality
- L – Loyalty and Integrity

Everyone who works with Carol is grateful for her expertise. Congratulations, Carol!

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

Jane Jackson (20)
 Cliff Nicholls (20)
 Thad Vaughn (20)
 Laurie Badger (21)
 Coletta Considine (21)
 Amelia Gomez (21)
 Bettie Herbert (21)
 Irene Kuritzky (21)
 Hedwig Matthew (21)
 Carol Stimple (21)
 Susan Taylor (21)
 Delores Werner (22)
 Ruth Bull (23)
 Georgie Halliburton
 Wava Stoll (23)
 Bobbie & Jack Bigus (24)

Also we especially honor those volunteers who have given over 5,000 hours of service. They are:

Bobbie Bigus	Fred Poppe
Judith Dicker	Jerry Scott
Vivian Hines	Marilyn Scott
Jane Jackson	Carol Stimple
Dorothy Kalabus	Roger Weaver
George Koepke	Marie Wright
Evelyn Koepke	

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

Reminders. . .

We'd like to remind everyone that most of our volunteers are serving in areas that have a volunteer chairperson or co-chairs. These leaders are there to support you and be your go-to contact for any issues you have in your volunteer service. The leaders have recently introduced Communication Books, which are tools for you and they to "talk" to one another since you likely don't see each other often. Please USE this tool – it will help ensure we are all on the same page, have the same information, and foster improved relationships.

Another tool coming is a direct result of our talks with these leaders. We are placing Suggestion Boxes at each sign in location, and we encourage you to use them to offer ideas and suggestions to Volunteer Services staff. We would like to keep them on a positive note – if you have complaints that need to be addressed please come to us directly rather than through the Suggestion Box, but please DO use the boxes to share any good ideas for improvements or other positive suggestions you might like to make.

Finally, it is time to remind everyone again that positions/openings are offered ONLY by and through Volunteer Services staff, after consultation with Chairpersons. While it is tempting to share a potential opening with someone you might know is interested or would do a good job, there are sometimes circumstances that only staff are aware of, or there may be a waiting list for a particular position, and it can create hurt feelings and difficult situations if a position is offered or promised and we then have to renege on that due to information we have in the office that others don't have. So PLEASE, it is part of our jobs to match people with openings and only we should do that.

THANK YOU!

East & West Campus

Gift Shops

No sales tax
 on gift shop
 items!



10% OFF COUPON
 any single non-sale item

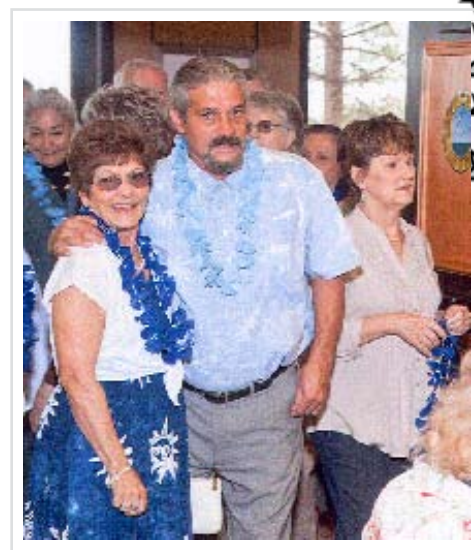
Valid through August 31, 2013
 One coupon per person please

Annual Recognition Luncheon



Your Volunteer Services Staff

April 1, 2013 – Prescott Resort





An Assignment for This Summer. . . .

Remembering can make you happy,
Remembering can make you sad;
It all depends upon
The kind of life you've had.

Anticipation can make you sparkle,
Anticipation can make you blue,
You're in charge of your feelings:
The choice is up to you.

Plan ahead with determination,
Take time for genuine prayer;
Summer can be a new beginning
To demonstrate you care!

Enjoy the possibilities,
Stretch yourself and grow;
Accomplish something useful,
Summer won't last, you know!

By Elaine Hardt ©2009