

Greetings from the President – Harry R. Russell



Imagine.....Believe.....Achieve

Your Gift of Time Is Priceless

It has been a busy time since our last newsletter.

I was at the Renaissance Portsmouth – Norfolk Waterfront Hotel, the site of our 70th Annual Educational Conference, for a meeting of the hotel staff and the conference coordinators Rae Martel and Sharon Younger, among others.

The following Monday, April 1, I attended the Hampton Roads District Meeting. I was campaigning for a district chair and hopefully have been successful.

On April 4, I attended the Piedmont District Meeting, which was well attended. It had some interesting presentations.

May 22 was the Northern District Meeting, which was also well attended. Speakers spoke on some very interesting subjects. For example, 1) Advocates of Community Health, 2) Volunteers Impact on Patient Satisfaction, 3) Volunteer Care Planning: the Conversation Project.

The Capital District and Southwestern District were not able to have a meeting this year... hopefully next year!

Additionally, I attended the 26th Annual Education Conference of the Society for Healthcare Volunteer Leaders in Charlotte, N.C. It well attended by more than 300 persons. It was an excellent conference.

Our conference coordinators are moving preparations right along, and it appears that it should be an excellent conference.

The VHHA took over our website, and it has gone live. Our thanks to them for taking this on and Diane Glasgow for her oversight as well as input from the board members.

Thank you for all you do!

Message from the Treasurer – Diane Glasgow

Greetings to everyone. I hope everyone is enjoying the wonderful weather we are having. Memorial Day weekend was a little hot but a great weekend remembering our fallen veterans and honoring the veterans who served our country. I still have a few hospitals that have not paid their dues. If you have not paid, please do so as soon as possible. It is time again to request information for the annual survey. I am currently working on the survey, and you will be receiving it in the next few weeks. Please complete and return to me as soon as possible. We use this information for next year's annual dues letter in addition to preparing the credential report you will receive at the annual educational conference. I hope you all have a wonderful summer.

Conference Co-Chairs – Rae C. Martel and Sharon S. Younger

Conference Content -- Educational and Informational

*Imagine, Believe,
Achieve
Your Gift of Time Is
Priceless*



Parliamentary Procedures – Keeping it Real, Part II

An interactive session to provide insight and assistance, to Auxiliaries, involving a set of well-proven rules designed to move business along in a meeting while maintaining order and controlling the communications process. Its purpose is to help groups accomplish their tasks through an orderly, democratic process to include rule of the majority with respect for the minority.

Successful Strategies for Recruiting & Retaining Volunteers AND

Seven Deadly Sins of Recruiting Volunteers

There are many reasons why recruiting volunteers can be difficult, but a significant reason is that the landscape of the nonprofit world has changed. Nonprofit programs in every community means that organizations are now competing for volunteers. In an ideal world, the best volunteers will stay for life and help contribute to the culture and overall health of the organization. But, often, individuals feel more motivated and confident volunteering for a specific project with clearly outlined objectives, and both a start and finish date.

Words of Wisdom from Three District Chairs!!

"A leadership position is one that requires many different skills. It is an activity that is sometimes hard to measure, but the results of the team will determine the leader's success." Catherine Pulsifer. Having demonstrated successful records as leaders, these three District Chairs will offer their perspectives on building and growing strong and successful Auxiliaries. The role of a leader is not to be popular – the role of a leader is to make others better.

Gift Shop/Thrift Shop Roundtable

In this session, volunteers from member hospitals will be able to share techniques they use to make their Gift Shops/Thrift Shops successful. The workshop leader will offer new strategies or approaches to consider going forward.

**And there's much, much more to offer!
We look forward to seeing you in October!!**

Legislative – Jim Dunlop, Chair

National Hospital Week (NHW) was May 12-18. NHW dates to 1921 and is celebrated each year in May to coincide with the birthday of famed nurse Florence Nightingale. In Virginia, the General Assembly formalized state recognition of Hospital Week in 2015, noting that "Hospitals and health systems in Virginia play an important role in providing health care services to all Virginians, 24 hours a day, seven days a week, 365 days a year." The Virginia Hospital & Healthcare Association's (VHHA) membership consists of 110 hospitals and 27 health systems.

News during NHW 2019: Virginia has improved its standing in a national ranking of hospitals based on patient safety and quality measures, moving up from No. 3 among states last fall to No. 2 overall in the Spring 2019 Hospitals Safety Grade scores from the Leapfrog Group. All told, 35 Virginia hospitals

received “A” grades from Leapfrog. The goal of VHHA and its members is to make Virginia the healthiest state in the nation.

Hospital discharge delays are a big challenge to all hospitals. Solutions to prevent discharge delays are being addressed at the government and hospital levels. Care Logistics consultants are working to help alleviate discharge delays at Virginia hospitals by setting length-of-stay goals and utilizing real-time progress updates with better staff communication.

Virginia Governor Ralph Northam announced that \$2.45 million in Victims of Crime Act grant funds have been awarded to the VHHA Foundation to support the implementation of Violence Intervention Programs at seven Virginia hospitals. These grants are included in the funding approved by the Criminal Justice Service Board of the Virginia Department of Criminal Justice Services at its May 9 meeting in Richmond.

On June 25, the Virginia Department of Environmental Quality hosted a webinar about the Environmental Protection Agency’s Hazardous Waste Pharmaceuticals Rule, parts of which are effective as of August 21, 2019. Among other requirements, the rule will mandate that all health care facilities and reverse distributors cease flushing down the drain, or placing into any sewer system, all hazardous waste pharmaceuticals. Prior to August 21, all health care facilities and reverse distributors must develop an alternate plan for the management of hazardous waste pharmaceuticals.

Anne Lewis Leadership Development Fund – Mary Franklin Ringquist, Chair

I had the pleasure of attending two District Meetings to talk about the Anne Lewis Leadership Development Fund, which was set up to assist member healthcare facilities that may have a need for education assistance and at times, find it financially difficult to have members attend educational opportunities, such as the VAHAV Annual Conference. This is also good for first-time attendees. So, this is just a reminder that applications, which were mailed to each president, distributed at District Meetings, and that can also be found on the VAHAV website under the section for the Anne Lewis Leadership Development Fund are due no later than August 1, 2019.

We encourage you to take a moment and review the guidelines as they appear on the VAHAV website to see if your Auxiliary meets the criteria.

I look forward to working with you and hope to have applications to review by the deadline of August 1. You may email your Auxiliary’s application to me at maryffranklin@comcast.net. Also, if you have any questions, please do not hesitate to call me on my cell 215-817-0667.

Nominating Committee – Diane Glasgow, Chair

Summer is here, flowers are blooming, and everything is green and beautiful. The Nominating Committee is still looking for new members to serve on the VAHAV Board. We are in particular need of a conference coordinator and president elect. It is a wonderful opportunity to meet other volunteers from all over the state. If you are interested, please contact me at dianeglasgow@comcast.net, Debbie Sammler at esammler@cox.net, Marla McGaugh at marla@mcgaugh.net, George Souza at souzag06@gmail.com, and Carolyn Johnson at csj140@embarqmail.com. We look forward to hearing from you.

Membership – Patsy Garrett, Chair

Our mission is to provide and develop leadership, support, and education to our member organizations. Membership to Virginia Association of Healthcare Auxiliaries and Volunteers is open to any Auxiliary or volunteer organization affiliated with a healthcare facility in Virginia.

VAHAV has many tools to help our Auxiliaries. There is the Connection newsletter in which we encourage all Auxiliaries to write articles about their hospitals, gift shops, and thrift shops. We have a website (www.vahav.org), which has been updated and revamped for your use. The state of Virginia is broken down into five areas, and in the spring a District Meeting is held in each for networking purposes: to see what other hospitals are doing in their communities, what fundraisers they have held, things they do to recognize volunteers and employees. In the fall, there is also an Annual Educational Conference, where there are workshops, speakers, vendors, and downtime for networking with others.

The VAHAV Board is another source for its members to use. At your request, any board member would be glad to come to your hospital to give a program, install your officers, or to have a question and answer session. Use these tools to help grow in your healthcare facility.

I recently read an article that had some great volunteer tips:

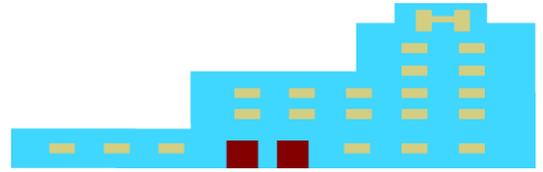
- a) Personal appearance is so important. Dress neatly. No perfume or heavy powders. Have a helpful attitude. Be cheerful.
- b) Learn your way around your healthcare facility in order to better serve it patients, visitors, and staff.
- c) Never say, "I don't know" without adding "but I know who does, so let's find out together." Then contact your volunteer office to get the needed information.

You are the best public relations your hospital system can have. Help recruit new volunteers. Invite a friend to come with you on a shift to see what you do. They may just say, "How can I become a volunteer?" You are much appreciated each and every day!

Remember – Imagine, Believe, Achieve Your Gift of Time Is Priceless. Thank you!!!



Hospital Auxiliary News



Northern District

The VAHAV 2019 Northern District Meeting was held at and hosted by Mary Washington Auxiliary on May 22. Eleven of the 14 district hospitals were represented at the meeting.

The program that Mary Washington Hospital put on was fabulous, thanks to Rochelle Grey MWA and Patricia Wolfrey MWH DVS. They had speakers on three different programs.

A great presentation included videos on the Conversation Project, a program aimed at Advanced Care Planning for end of life. <https://theconversationproject.org/>

They presented an overview of their volunteer positions and the impact volunteers have on various hospital programs and patient satisfaction surveys. One interesting program was the Cuddler's Program, which is used for addicted and other babies needing attention and the human touch.

The hospital CEO discussed involvement of Auxiliary volunteers in various hospital administration decision making committees, an approach that may not be used at other hospitals.



According to the survey taken at the District Meeting, everyone in attendance thoroughly enjoyed listening to these speakers, and their preferred format for the meeting included a combination of not only presentations by the host hospital but also educational topics in addition to the business meeting.

The District business meeting included:

- An overview to the October 7-9 Educational Conference and highlights of the 2018 Conference. Save the Date cards were distributed.
- A presentation on the Anne Lewis Leadership Development Fund and how to apply for the fund to attend the Educational Conference. Check the new www.VAHAV.org website for more information.
- An overview of the importance of the VAHAV Conference Sponsorship program and an update on Auxiliary hospital contributions to date.

- A pamphlet with facts about VAHAV was distributed. An update to the Northern District Directory was done.
- The selection of the new Northern District Chair effective in October. James Dunlop of Inova Fairfax Medical Campus Auxiliary was selected.

Submitted by George Souza, Northern District Chair

Inova Fairfax Medical Campus

Approximately 350 volunteers were thanked with a special lunch at Fairview Park Marriott on April 25. Inova CEO Stephen Jones spoke to the crowd, and many volunteers were presented pins for milestone service hours. Maureen Foran, a volunteer since 1998, led the list of hours of service with her 16,000 hour pin. Bev Benedict, a volunteer since 1970, received her pin for 15,000 hours. Both Heather Nakhleh and Jane Underhill received pins for 14,000 hours. A video was shown featuring volunteers sharing their thoughts about the value they derive from volunteering.



IFMC Auxiliary lost one of its star volunteers, Arlyne Meyers, in April. She had served for 18 years and 9,800 hours and was a past President, Vice President, and Treasurer. She also served as secretary of the VAHAV Northern District and had most recently been the Auxiliary Events Chair for eight years. Under her committee chairmanship, Auxiliary support for these events totaled over \$1.1 million.

In June, the Scholarship Committee of IFMC awarded \$102,000 in scholarships. Twenty-three \$4,000 health care scholarships were presented to students from Fairfax County high schools plus one home-schooled and one private school student. A \$4,000 David Burks scholarship was given to Jacqueline Huynh, who is a junior at the University of Virginia and will be the director of the New Century Hospice program this coming year. She serves as a volunteer this summer with the Elder Life Program at IFMC. The \$6,000 Rose Keene Award was given to Abigail Andrade, a recent graduate of Paul VI High School who will attend VCU. She has over 500 hours of service and currently volunteers in the Medical Library.

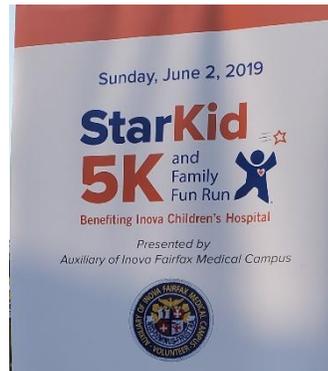


Close to 1,500 participants attended the 13th Annual StarKid 5K and Family Fun Run on Sunday, June 2. This annual event brings out groups of runners/walkers supporting both the Inova Children's Hospital and former Children's Hospital patients. It was a fun-filled morning of running/walking, moon bounces, face painting, ice cream, music, and more.

The goal of the event was to raise \$200,000 in donations for Inova Children's Hospital. The StarKid 5K proceeds make a tremendous impact: in the past, these funds have been used to purchase equipment, send staff to educational conferences, assist with patient education and much more.

The IFMC Auxiliary was the primary sponsor with a donation of \$50,000, made possible as a result of Auxiliary member volunteer efforts. In addition to our donation, the StarKid race couldn't occur without the assistance of hundreds of on-site volunteers, who made sure that the participants were hydrated and nourished.

"Teams" with children's photos silkscreened to their running shirts were everywhere. It was heartwarming to see former patients and the Inova staff who had treated them enjoying themselves in the non-clinical setting of sunny skies, low humidity and lots of laughter.



Submitted by Judy Shapleigh, Manager of Publications, and Judy Braune, Communications Chair

Winchester Medical Center

Volunteers Recognized During National Volunteer Week

On a beautiful April spring day in the northern Shenandoah Valley, the volunteers of Winchester Medical Center were honored with a luncheon. Among the honored guests were animals from the Animal Assisted Therapy program. The leadership team for this program was one of the recipients of the Volunteer of the Year Award. They are Deb Brown, JJ Jones, Gail Cox, Donna Kitchen and Zita Winzer. The other recipients were Joanne Altenburg, WMCA Treasurer, Linda Caley, WMSA President, Freeda Madigan, gift shop volunteer, and Wendy Russo, volunteer schedule leader for the baby cuddler program.

Doris Trant, Director of Volunteer Services, shared some impressive statistics with those in attendance. In the past year, WMC had a total of 869 volunteers who served a total of 69,552 volunteer hours! Individuals were also honored for their cumulative hours of service. Forty-nine people reached 100

hours of service; 28 reached 300 hours of service; 23 reached 500 hours of service; 14 reached 1,000 hours of service; 9 reached 1,500 hours of service; 7 reached 2,000 hours of service; 4 reached 3,000 hours of service; 3 reached 3,500 hours of service; 1 reached 4,000 hours of service; 1 reached 4,500 hours of service; 1 reached 5,000 hours of service; 1 reached 6,000 hours of service; 2 reached 7,000 hours of service; 1 reached 9,000 hours of service; 2 reached 10,000 hours of service; 1 reached 12,500 hours of service; and 1 reached 18,000 hours of service.

On a personal note, as a first-time attendee, I was impressed that the WMC President, Skip Philips III, took the time to go to each table and personally thank the volunteers. I think it is safe to say that we are all looking forward to next year's luncheon!

Volunteers Make a Difference

Once upon a time, there was an old man who used to go to the ocean to do his writing. He had a habit of walking on the beach every morning before he began his work. Early one morning, he was walking along the shore after a big storm had passed and found the vast beach littered with starfish as far as the eye could see, stretching in both directions.

Off in the distance, the old man noticed a small boy approaching. As the boy walked, he paused every so often and as he grew closer, the man could see that he was occasionally bending down to pick up an object and throw it into the sea. The boy came closer still and the man called out, "Good morning! May I ask what is that you are doing?"

The young boy paused, looked up, and replied, "Throwing starfish into the ocean. The tide has washed them up onto the beach and they can't return to the sea by themselves," the youth replied. "When the sun gets high, they will die, unless I throw them back into the water."

The old man replied, "But there must be tens of thousands of starfish on this beach. I'm afraid you won't really be able to make much of a difference."

The boy bent down, picked up yet another starfish and threw it as far as he could into the ocean. Then he turned, smiled and said, "It made a difference to that one!"

Adapted from The Star Thrower, by Loren Eiseley (1907-1977)

Submitted by Kathy Yereb, WMC Auxiliary Publicity Chairman

The Ladies Board of Inova Loudoun Hospital

As spring fades into summer, we are proud to report that The Ladies Board placed second in the Best Charity division and our annual rummage sale placed third in the Best Annual Charity Event division in the Virginia Living magazine's poll of readers.

In May, the Ladies Board awarded 45 nursing scholarships totaling \$104,050. Since the program began in 1959, The Ladies Board has awarded nearly \$1,875,000 to over 1,200 applicants. The program was started with a single grant of \$400 to provide supplemental funds to worthy nursing students. Over the past 13 years, it has offered more than \$100,000 each year.

Our Twice Is Nice thrift shop enjoyed a prosperous year and recently presented The Ladies Board with a check in the amount of \$50,000, which brings the yearly total to a record \$150,000. Pictured below presenting the check to President Susan Mills are co-chairs Pat Bigden, Darby Nelson-Folk, and Carol Slatten.



The Gift Shop has suffered from the construction efforts but has recently seen rebounding sales and was able to give \$20,000 to the Ladies Board. In July, members of The Gift Shop Committee will attend the Philadelphia Gift Show. In late June/early July, the shop will be moved to a temporary location in what used to be the hospital's main entrance. The shop's permanent move will take place in the spring of 2020 with a new name, The Riverside Gift Shop, with the same phone number

and address. The new location will be highly visible just inside the new main entrance.

In March, both the Twice Is Nice shop and The Gift Shop were able to purchase a brick for Inova Loudoun Hospital's Patient Services. Bricks are dedicated to volunteers who have given of their time and talents to the shops. This and many other bricks will be placed in the entrance way of the newly expanded/renovated hospital, which is scheduled to be completed in the spring of 2020. Pictured below presenting the brick "box" for the Loudoun Rising campaign are Ladies Board members Teck Russell, Lillian Brewer, and shop manager Cheryl Risher (standing) and Kay Stowers (seated).



Preparations for our 81st annual rummage sale are well underway and include two donation days as well as many neighborhood collections. This year's fundraiser sale will gain momentum in September with a new "kickoff" event, a Fall Event at a local winery, which will include both live and silent auctions. The sale itself will be held at Morven Park Equestrian Center in Leesburg Saturday and Sunday, October 19 and 20. More details are available at www.LadiesBoard.org.

Our Hospitality Committee has been busy hosting three luncheons for new members to get acquainted with those already "on board." In addition, a potluck garden party is planned in June for active, associate, and honorary

Ladies Board members. Our membership has enjoyed a healthy increase in new members (especially talented, young, energetic gals) as of late, and these informal gatherings are great for getting to know each other and their talents and interests.

In May, the Hospital Staff Appreciation Committee raffled more than \$625 in gift certificates from The Gift Shop to well-deserving staff members.

Submitted by Sue Ulland, Public Relations

Inova Mount Vernon Hospital

On April 27, Inova Mount Vernon Hospital held its Spring Semi-Annual Meeting. In celebration of Volunteer Week, the hospital provided lunch as well as a token of their appreciation for all of the work our volunteers provide. Volunteer Richard was recognized with an Above and Beyond Award for his outstanding contributions to our organization. In addition, Volunteer Sharon was provided with an Each One/Reach One pin for the recruitment of a gift shop volunteer.

On May 5-6, Inova Mount Vernon Hospital welcomed K&J Marketing. Hospital staff as well as the community visitors enjoyed a vast selection of goods for purchase. In addition, on June 3, the Auxiliary hosted a Uniform sale for hospital staff.

On May 13, Inova Mount Vernon Hospital honored its employees and volunteers with an appreciation lunch.



Eight volunteers attended the Northern District Meeting on May 22 at Mary Washington Hospital. It was extremely informative, and a good time was held by all.

Submitted by Sharon Henry, President

Sentara Northern Virginia Medical Center

Members of Sentara Northern Virginia Medical Center Auxiliary recently realized a long-held aspiration to honor former members of the Auxiliary who are now deceased. Memorial donations made over a period of years funded the wall tree plaque, which has 90 leaves for the engraving of individual names. Going back to the founding of the group and including pre-Sentara Potomac Hospital Auxiliary members, records, and memories were searched to compile a list for the initial engravings. A total of 57 dedicated volunteers are currently honored on the tree.



The Sentara Northern Virginia Medical Center (SNVMC) Auxiliary held its 7th annual Golf Classic at Old Hickory Golf Club in Woodbridge on Thursday, May 2. Through the generous donations of several corporate sponsors and many local contributors, the Auxiliary had a net profit of over \$18,000. The proceeds from this event will be used to support numerous Auxiliary projects dedicated to the advancement of SNVMC in service to the community. The success of this event depended entirely on the Auxiliary volunteer team, who dedicated the entire day to ensure that all the players had a great day of golf, fun, and fellowship.



Submitted by Betty James, First Vice President

Mary Washington Hospital, Fredericksburg

Mary Washington Hospital Auxiliary has had a great year! As we wind up business till September, we are proud that our Auxiliary has made another large donation toward our pledge to the Cancer Center, has supported new services of the hospital and has just awarded two scholarships to folks working on nursing degrees.

Our volunteer coordinator has identified 130 student volunteers for the summer and has supported numerous Auxiliary events. Her office is always busy! Trish Wolfrey, Volunteer Coordinator, is a wonderful leader for both Stafford and Mary Washington Auxiliaries.

The Gift Shop, staffed by volunteers and open from 9-8 daily, is one of the finest in the area. In fact, it is a boutique with pizzazz! Through its income, we continue to make donations to our pledge and to fulfill requests for financial support as much as possible.

Our most delightful event in May was hosting the Northern District meeting! Mr. Xavier Richardson, CEO of the Foundation, welcomed everyone. You will remember him as the “dancing fellow” at last year’s VAHAV Conference! More than 100 attended and heard very good presentations on volunteer involvement in the patient experience and the effect on our hospitals of having strong, healthy volunteer services.

Executive Director of Nursing, Eileen Dohmann also announced that Mary Washington Hospital’s Magnet designation has just been renewed for the third consecutive time. This hospital continues to remain among the best in Virginia, the East Coast, and the United States. Even major professional publications agree!

George Souza chaired a good Northern District Meeting introducing his board and conducting election of a new District board. Several VAHAV Board members were present, were introduced, and commented on the expansion of the hospital, the new Fick Center meeting place, and the spacious, warm, and cordial atmosphere. All looked forward to visiting our spiffy Gift Shop with their 20 percent off coupons! Fortunately, among our volunteers in the Gift Shop are two ladies who once worked in boutiques! Wow! Their flair for style and eye-pleasing displays works wonders for our cash register!

The Mary Washington Auxiliary was happy to host the meeting, meet new volunteers, hear the stories of other hospitals, share issues with other volunteers, and establish a camaraderie among us.

Our summer includes a picnic with our sister hospital, Stafford Hospital, and, in September, we look forward to our first Auxiliary meeting at which we elect a new board! Keep cool, continue supporting your hospital, and may you all have a great summer. We hope to see you at the VAHAV Conference in October!

Submitted by Rochelle Grey, President

Capital District
Memorial Regional Medical Center

Memorial Regional Medical Center Auxiliary has been very busy since the last Connection newsletter. We had our annual spring meeting during Volunteer Week. We had a luncheon at the Jefferson Lakeside Country Club with our MRMC volunteers and with Richmond Community volunteers. Everyone had a great time. We also had our In The Bag sale in April, and it was a great success. We will be having Toby Everette from Masquerade Jewelry in August, and the final show will be In The Bag in November. Our annual Good Help Fund Raffle will be held July 15-26. We will be busy preparing baskets for this sale. Tickets will be \$5 each or five for \$20. All proceeds go to the Good Help Fund. Finally, on a sad note we have lost another volunteer and Auxiliary Board Member, Margaret Godsey on April 18. Margaret worked in our Gift Shop and was a great sales person during our fundraisers. Margaret will be greatly missed.

Submitted by Diane Glasgow, President

Southern Virginia Regional Medical Center, Emporia

The SVRMC Auxiliary has been hard at work.



We recognized all our doctors who are in the hospital along with our community physicians on Doctor's Day with gifts from Good Earth Peanut Co. They were all so appreciative of the recognition. We are so proud of the service they provide to our community. The smiles and hugs given and received made the day special.

In April, we were honored by the hospital during National Volunteer Week with a delicious luncheon prepared and served by our amazing cafeteria staff. There were door prizes given and then, of course, there was a little work to be done. We had to do our annual orientation forms. It's a fun time when we all get together. As we go about our normal volunteer times, you don't get to see everyone, so it's special when you have the group times.



Dillard's was here on April 12 for a very profitable fundraising sale. The hospital employees along with folks from the community kept us busy all day. It was a great place up items as gifts or just for yourself. They were a great group to work with.



Can you believe May arrived with really hot temperatures? We celebrated Nurses' Week and National Hospital Week. The nursing staff was overjoyed with the buckets of candy and snacks we delivered to all. Some days, a bit of chocolate makes the day better. We have approved the purchase of replacement tables for the classrooms here in the hospital but they have not been chosen at this time.

The Gift Shop held a 25 percent off sale the week before Mother's Day, and the profits were good. It seems like the word *sale* brings in the customers.

We will be awarding our scholarships very soon, so we will be able to have them listed in the next article. Summer is here, and everyone is off here and there on vacation.

We wish you all safe travels on your ventures and remember,

Imagine, Believe, Achieve
Your Gift of Time Is Priceless

Submitted by Dorothy Woodruff, Gift Shop Buyer

Hampton Roads District

"The Gardens of Kindness Never Fade"

A garden is measured not by its withered leaves,
but by each budding flower and the smiles that it receives.

A day is measured not by hours that have flown,
but by how much we've done and the compassion that we've shown.

Our lives are measured not by what we have or take,
but by what we give back and the difference that we make.

This poem is so true. Volunteers plant the seeds of kindness everyday they choose to go to their respective hospital and volunteer. Whether you are discharging a patient, working in your gift/thrift shops, volunteering on a unit, or even assembling packets, you are a vital "seed" to your hospital. Volunteers are often the first people that a patient or family member sees when entering the hospital, and most of the time, they are the last people as well. So remember....

The first Impression is IMPORTANT... But the Last Impression Is PRICELESS!

This Connection newsletter is always filled with very important information, so I hope you are sharing this with your board members. Maybe even hang up a copy in your Volunteer Office so that all members of your Auxiliary can read. I really think that your Auxiliary board members would enjoy reading what other hospitals in Virginia are doing and might even get some new ideas for fundraisers or events you could do in your hospital.

As your District Chair, I am your liaison between your Auxiliary and the VAHAV...but I can do my job only if you keep me informed of any questions or concerns that your Auxiliary may have. Your Auxiliary pays dues to the VAHAV yearly, but does every member of your board know who we are and what we do? Are they aware that all members of your Auxiliary are able to attend the Spring District Meetings and not just board members? We are always looking for members to join the VAHAV Board, and

especially from the Hampton Roads area. You need to have your voices heard. I urge you or someone from your Auxiliary to step up and take on the role of Hampton Roads District Chair. This is not a time-consuming position. Most of the communication is done via email, but we do ask that you plan to personally visit your district hospitals at least once. We would also need you to attend our yearly VAHAV Board meetings ... three are held in Richmond in January, May, and August; two meetings are held in October at the annual Educational Conference – one before the conference and one immediately following the conference with the new VAHAV Bboard. Please contact me if you need any further information or clarification, or if you would like to become the next Hampton Roads District Chair.

I would like to again, on behalf of the VAHAV and myself, thank Joanne Porter, Auxiliary President, and the Auxiliary of the Chesapeake Regional Medical Center for a fabulous Spring District Meeting. Everyone in attendance enjoyed listening to the programs on the Cuddle Cot Program, the Pulsara app, your hospital's partnership with NICHE (Nurses Improving Care for Healthsystem Elders), and your programs to improve the health of your elderly patients. I received lots of kudos from the VAHAV Board members who were in attendance. The room was cheerfully decorated to your theme, "Bee" Unique, and loved the way you wrapped everyone's luncheon napkin to look like a beehive. Such artistic talent.



CuddleCot Bassinet

I am once again putting on my "pleading" hat to ask if there is another hospital in the Hampton Roads District that would like to host the 2020 Spring District Meeting. If you do not have room in your hospital to host this meeting, think outside the box. These meetings can be held in local community centers, libraries, train stations, etc. It doesn't matter where you meet, it's the importance of meeting. If you think you might not be able to come up with the agenda, please contact me, or your next District Chair, and come up with a different program totally. There is no set agenda that needs to be followed.

As you will read elsewhere in this newsletter, the VAHAV Conference Coordinators are gearing up for another fabulous 70th Annual Educational Conference, which is being held October 7-9 in Portsmouth. This conference is in your back yard, so I hope to see many of you in attendance.

Please keep me updated as to any changes in your roster with regard to addresses, phone numbers, or email address changes. This is our only way to keep you informed of vital information that needs to be passed on to your Auxiliary. Hope you all have a great summer!

Submitted by Debbie Sammler, Interim Hampton Roads District Chair

Chesapeake General Hospital Auxiliary

We were pleased to host the quarterly Hampton Roads District Meeting on April 1. It was attended by the VAHAV Executive Board: Harry Russell, President; Joan Proctor, President-elect, and guest, Barbara Weber; Diane Glasgow, past president, and her husband, Barrye Glasgow; and Sharon Younger and Rae Martel, co-chairs of the VAHAV 2019 Annual Education Conference. Our Hampton Roads District Chair, Debbie Sammler, attended as did representatives from Lake Taylor Transitional Care Hospital (Jill Keifer, Jean Bozeman, and Karen Rigney), and Sentara Princess Anne Hospital (George Weissinger, Joyce Abbey, Mary - Ellen Weissinger, T. J. Craddock, Roni Sharrett, and Cathy Cardwell). Thirteen members of our board were also able to attend.

Reese Jackson, President and CEO of Chesapeake Regional Healthcare, welcomed the attendees and gave an update on the forthcoming hospital improvements. The theme was “Bee” Unique. Our unique programs presented were:

Cuddle Cots by Lisa Wainwright-Pinion, RN, BSN, *Director of Women’s Services* and Renee Smith, RN

Pulsa by Jeannine Simon, RN, BSN, CCRN-K, NE-BC, *Director of Critical Care Services*, and *NICHE* by Lori Hasty, GCNS-BC, CDP, *Gerontology Nurse Specialist*

The programs were very informative and well received. A big thank you for the nurses who took time out from their usual routines to present these programs.

Sharon Younger and Rae Martell presented information about the state educational conference October 7-9 in Portsmouth.

After lunch, we held our District Meeting led by Debbie Sammler. Harry Russell, VAHAV President, and Joan Proctor, President-elect, talked as well. It was wonderful to have so many attendees!

Our Auxiliary became one of the sponsors of the Golf Tournament on May 13 at Greenbrier Country Club. A husband of a board member took part in the tournament. The tournament netted \$50,925 for Oncology.

I will be stepping down as president at the end of June. The new president for 2019-2020 will be Louise Quales. Most of the board will continue in their current positions with a few exceptions. Pat Manier will become the Vice President, and Norma Blais will become our Membership Director. I will be the Chairman of the By-Laws – Policies and Procedures Committee. Many thanks to all for the wonderful support I have received this past year!

Have a wonderful summer.

Submitted by JoAnn Porter, President

Sentara Williamsburg Regional Medical Center

Saturday evening, March 30 was the first annual *Casino Night* for our Auxiliary and what a spectacular evening! We hosted a crowd of over 200 people for this important fundraiser and the reviews for the event were unanimous – it was a great party! The success of this fundraising event is shared by many, from our neighbors and ticket buyers to the people and businesses who sponsored and donated money and gift basket items - we were in awe of everyone's generosity!



Our band, Good Shot Judy, had the dance floor rocking all night! Because of the success of this event, our auxiliary is able to continue our many programs including community mammogram initiatives and scholarship grants as well as launch our new project, updating the hospital's outpatient Infusion Center. Everyone's efforts with Casino Night reflect the essence of true community partnership and we are so grateful to be able to continue serving our SWRMC patients and their families!

In other news, we received a large number of qualified applicants for our high school scholarships making this year's decision very difficult. All recipients plan to pursue careers in healthcare. The 2019 Auxiliary High School Scholarship recipients are Jacquelyn Boesler (Lafayette High), Kylie Devine (Jamestown High), Ty Hundley (Lafayette High), and Sara Shriner (Bruton High). Congratulations to all these ambitious teenagers, we wish them all the best in their future endeavors!

In April, we hosted our annual volunteer appreciation luncheon at Bruton Parish Hall in Colonial Williamsburg. Our Auxiliary volunteers are like family and we love this annual tradition! Service pins were given to those who reached milestone hours. This year's pin recipient with the most hours went to Ruth McMahon who has graciously volunteered 9000 hours since 2001! We are so grateful to every one of our amazing volunteers. To see many great photos from Casino Night and to keep up with our busy auxiliary please follow us on Facebook at "**Auxiliary of Sentara Williamsburg Regional Medical Center.**"

Wishing you all a happy, healthy and fun filled summer!

Submitted by Amy Nervo, Publicity

Piedmont District

The Piedmont Spring Meeting this year was held on Thursday, April 4. Lynchburg General Hospital Auxiliary was our host, and the event was held at the Centra Simulation and Virtual Learning Center. Volunteers from seven of our ten hospitals attended, as well as several VAHAV officers and past VAHAV presidents. Patsy Garrett, President of the Lynchburg General Hospital Auxiliary, opened the meeting with the Auxiliary Prayer. Michael Elliott, Interim CEO Centra Health, spoke about improving health outcomes in all areas of the state. Johanna Derrenbacher, Director of Centra's Simulation Center, explained what the center does and how it prepares medical personnel to treat patients by learning on manikins. This was followed by a tour of the center.



Meeting attendees were then divided into groups to discuss Fundraising, Auxiliary Newsletters, General Meetings, and Parliamentary Procedure. Those ideas were shared with the whole group. Tracie Greer, from the Centra Home Health and Beard Center on Aging, spoke about the importance of taking proper care of yourself as you age. During the Hospital Exchange, we shared information and ideas from our hospitals, then the group contributed ideas to making the annual conference valuable to all. Our sharing time

Submitted by Marla McGaugh, Piedmont District Chair

Centra Bedford Memorial Hospital



Centra Bedford Celebrating Volunteer Appreciation

The Awards Ceremony Banquet honoring 50 volunteers was held at the Trivium Estate and Conference Center on Thursday, April 11, from 5-8 p.m. with Dinner and Dancing. Music by Heat of the Night Band and Dinner Stations provided by Charley's Catering of Lynchburg. Certificates and Hours of Service Pens and special gifts were presented to all volunteers serving for 2019: 53 Volunteers, eight Employee Volunteers and four High School Intern Students (2018-2019 term). Total hours for 2018 were 9,785. More than 125 in attendance and a "grand-ole time" was had by all.



Two volunteers received special recognition for services rendered



Gracy Horsley, Patti Jurkus, CEO/VP, DeDe Edwards

Gracy Horsley:

In October, 2016 after retiring from the Adult Day Care Program, Gracy decided she wasn't ready to "stay home" so she joined our Volunteer Family. Since that time Gracy has volunteered her services "faithfully" five days a week, from approx. 8 a.m. to 2 p.m. 30 hours weekly.... giving her a total of 4,500 hours. Value of hours served is \$121,320.00.

Eileen Garbarini:

Many volunteers have served with our facility for over 60 years; all of whom are worthy of recognition. Many have gone on before us. We are so happy that our special guest tonight, in the person of Eileen Garbarini was able to be with us tonight. She is one of those who has served for many years. During

her tenure, she has donated more than 11,000 hours of volunteer service, served multiple terms as Auxiliary President, very instrumental in the developing of the Hospital Gift Shop, and served faithfully until December of 2015. The value of her hours served is over \$300,000.



Volunteers and guests at the Annual Volunteer Appreciation/Awards Dinner at the Trivium Estate and Conference Center, in Forest, Va.

Sentara RMH Medical Center

Sentara RMH Medical Center has volunteers that do many different things, and you have met some of them through articles in earlier issues of the Connection. Have you heard about the network of more than 150 singing chapters world-wide, that sends out teams, when invited, to sing soothing songs of comfort and hope at the bedsides of those at the thresholds of living and dying? The Blue Ridge Threshold Choir is a chapter rooted in Harrisonburg that sings upon request for patients at Sentara RMH. All the choir members have gone through hospital volunteer orientation and are aware of privacy, confidentiality, and infection control. They wear volunteer vests and ID badges like all Sentara RMH volunteers.



When a nurse feels a patient or family may benefit from soothing singing, the nurse may ask the patient or a family member if they would like to have a small group come sing for them. If they say yes, the nurse contacts the nurse manager, charge nurse, or a hospital chaplain who then contacts the choir director. The choir director is given relevant information including name, age, and room number of the patient and, if known, the condition of the patient.

Within 24 hours, the choir director arranges for a small group to come to the patient's bedside to sing. The singers bring stools and sit around the patient's bed. They typically close the door when they sing to ensure privacy. Family members are allowed to stay in the room. The group members do not touch the patient (unless the patient requests it) or anything in the room. They sing soft, soothing lullaby-like songs with no accompaniment. If requested, they are able to sing hymns from the patient's religious affiliation. They have expanded their repertoire to include songs in Spanish and songs for those of the Jewish faith.

Volunteers truly can make a difference!

Submitted by Diane E. Trobaugh, President

Southwestern District

Mountain View Regional Hospital



Mt. View Regional Hospital Auxiliary members who gave 2,250 volunteer hours in 2018 and have given 809 hours so far in 2019. The volunteers keep the gift shop open from 10 a.m. until 4 p.m. five days a week. The shop is located on the second floor of the hospital. Front row from left to right: Mary Jane Isaac; Joanne Kennedy, President; Eleanor Moore, Chaplain. Back row from left to right: Barbara Caruso, Vice President; Joyce Lackey, Secretary; Glenda Woody, Treasurer; Evelee Rhodes; Debbie Clisso; Debbie Spurlock. Not pictured: Cindy Snodgrass.



Mt. View Regional Hospital Auxiliary Vice President Barbara Caruso and President Joanne Kennedy are shown presenting Amy Grear, Vice President of Institutional Enhancement and Mt. Empire Community College, the Auxiliary's \$1,000 Scholarship at the 2019 Scholars Recognition Night Banquet. The scholarship is awarded to a Norton City or Wise County student enrolled in the medical field.

VAHAV Officers for 2019

<i>PRESIDENT:</i>	<i>Harry Russell</i>
<i>PRESIDENT ELECT:</i>	<i>Joan Proctor</i>
<i>CONFERENCE CO=CHAIRS:</i>	<i>Rae Martel, Sharon Younger</i>
<i>TREASURER:</i>	<i>Diane Glasgow</i>
<i>RECORDING SECRETARY:</i>	<i>Carolyn Johnson</i>



Executive Board members (from left): Harry Russell, Joan Proctor, Diane Glasgow, Carolyn Johnson, Sharon Younger, Rae Martel

VAHAV CONTACT INFORMATION

President: Harry Russell, President@vahav.org
President Elect: Joan Proctor, presidenelect@vahav.org
Past President: Diane Glasgow, pastpresident@vahav.org
Treasurer: Diane Glasgow, treasurer@vahav.org
Recording Secretary: Carolyn Johnson, recordingsecretary@vahav.org
Communications: Mary Franklin Ringquist, communications@vahav.org
Conference Co-Chairs: Rae Martel, Sharon Younger, conferencecoordinator@vahav.org
Corresponding Secretary: Debbie Sammler, correspondingsecretary@vahav.org
Emblems: Hannah Olu-Nylander, emblems@vahav.org
Gift Shop/Thrift Shop: Sharon Henry, giftshop@vahav.org
Historian/Scrapbook: Linda Woods, historianscrapbook@vahav.org
Legislative: Jim Dunlop, legislative@vahav.org
Newsletter: Judy Shapleigh, newsletter@vahav.org
Nominating: Diane Glasgow, nominating@vahav.org
Parliamentarian/ByLaws: Carolyn Johnson, parliamentarianbylaws@vahav.org
Leadership Development: Mary Franklin Ringquist, leadershipdevelopment@vahav.org
Sponsorship: Frank Ringquist, sponsorship@vahav.org
Membership: Patsy Garrett, membership@vahav.org
Vendor: Linda Woods, vendor@vahav.org
Capital District Chair: Diane Glasgow, CapitalDistrict@vahav.org
Hampton Roads District Chair: Debbie Sammler, HamptonRoadsDistrict@vahav.org
Northern District Char: George Souza, NorthernDistrict@vahav.org
Piedmont District Chair: Marla McGaugh, PiedmontDistrict@vahav.org
Southwestern District Chair, Carolyn Johnson, SouthwestDistrict@vahav.org
VHHA Liaison, Kelly Cannon, kcannon@vhha.com



EDITOR'S REMINDER!

**Connection Deadlines are
December 1, March 1, June 1 and September 1!**

Please forward your newsletter articles to: newsletter@vahav.org