

Volume XXXXII, Number 2

April 2018

Greetings from the President – Diane Glasgow

Volunteers Give From The Heart



“Volunteers do not necessarily have the time; they just have the heart.”

Elizabeth Andrew

Winter is over and spring is here! It is a time for rebirth and renewal for everyone. Personally, I am happy with the warm weather. It is so refreshing to see all the flowers in bloom and hear the birds sing.

Your VAHAV Board has been hard at work. We have reviewed the Bylaws and Standing Rules. We have also been discussing the upcoming 2018 Education Conference and ways to increase attendance. If you have any ideas on how to increase attendance, please contact me or one of the Board members.

You have all received your yearly dues letter. Please have your Treasurer pay as soon as possible. It saves the VAHAV Treasurer from having to send reminder notices to the hospitals that have not paid. If you did not receive your dues letter, let the Treasurer know.

It is time again for the Spring District Meetings. I will be attending all the meetings and look forward to interfacing with you. Consider hosting your 2019 District Meeting. Please let your District Chair know if you are interested.

Rae Martel and Sharon Younger, our Conference Coordinators, are hard at work planning the 2018 Education Conference. I know it will be a great conference. Please make plans to attend.

Always remember that volunteers are normally the first person with whom a patient or visitor comes into contact. You are an ambassador for your hospital. Always smile and greet your patients and visitors. It could make a difference in someone's life.

Have a safe and happy spring.

Message from Past President/Nominating Chair – Patsy Garrett

First of all, I would like to thank each of you for the service you perform at your healthcare facility. I read the following recently ...

VOLUNTEERS

Volunteers have hearts of gold,
Helping people, young and old,
Always giving, always sharing,
Volunteers -----
Are always caring.

Secondly, as Nominating Chair, I am reaching out to all of you to join our VAHAV Board. You would be required to attend quarterly meetings held in Richmond (January, May, August) and our Annual Education Conference in October. Your expenses to the meetings are covered by VAHAV. If there is an interest, we invite you to attend a quarterly meeting to observe what we accomplish.

The Nominating Committee is now in the process of finding members to serve on the 2019 Executive Board. We are looking for a person to serve as President-Elect and a Conference Chair. The President-Elect would move up to President in 2020, and the 2019 conference will be held in Portsmouth. There are other positions on the Board, but they are appointed by the president, not elected. So there are many opportunities for you to become a VAHAV Board member.

The state is divided into five districts. We like to have people from all districts represented on the Board. We really need some of you from Piedmont, Capitol and Hampton Roads. Won't you consider joining the VAHAV Board? I plan to attend all 2018 District Meetings. If you have an interest, please talk to me while I am there or contact me at pastpresident@vahav.org or my home phone (434) 239-4360.

I look forward to seeing each of you at your District Meeting. Remember, these meetings are open to all volunteers. I encourage you all to attend. You meet so many nice people who serve their communities as you do and learn about healthcare facilities. Also, remember to use our website (www.vahav.org) to find out important dates and vendor information should your Auxiliary be looking for new ways to raise money, how to order VAHAV patches for your uniform jackets and other emblem choices, and other pertinent information.

Conference Sponsorship – Frank Ringquist, Chair

Greeting!. By the time you read this message, I will have mailed the Annual Education Conference sponsorship request to your Auxiliary. Our conference is an important part of your membership, considering the educational events, networking and idea-sharing opportunities. Our Conference Coordinators have planned an exciting conference for 2018 and have incorporated many of your suggestions from 2017. These conferences are expensive to produce, and we rely on our membership to help sponsor as well as our vendors. Please consider providing sponsorship for the 2018 Richmond Conference at the Double Tree by Hilton October 8–10.

Greetings From Conference Chairs – Rae C. Martel and Sharon S. Younger

What You Should Know About the Upcoming 69th VAHAV Annual Education Conference Theme: Volunteers Give From The Heart

Sometimes in our busy social media crazy world, we often forget the importance of being in a live face-to-face setting with others from our healthcare community. Just joining the organization is not enough – but to capitalize on the return of your investment, you need to be engaged and participate in the meetings. Attending and participating in the 69th Annual VAHAV Education Conference will bring you many BENEFITS. That's our PROMISE!!

In response to conference evaluations, we've thrown all your ideas, suggestions and calls for change into the mix. Here's the result:

- **Double the number of workshops**
Hold longer workshops
- **Schedule workshops over two days**
- **Eliminate certain events – per your requests!**
- **Add fun elements**
- **Bring in subject matter experts**

Now that we have you focused on some of the great things planned, we'd like to offer a few tips for making the most of your attendance and participation in the conference. Before you go, think about your top three reasons for signing up. We offer these value statements to help you make attending this conference "a definite."

- Learning something new. You will gain practical skills and hear proven methods for improving your performance in support of your hospital or healthcare facility.
- Listening to real success stories means you will save time and money trying to figure out what works.
- Networking opportunities with your peers.

2018 VAHAV EDUCATIONAL CONFERENCE
OCTOBER 8-10, 2018
DOUBLETREE BY HILTON, RICHMOND-MIDLOTHIAN
1021 KOGER CENTER BLVD, RICHMOND, VIRGINIA

**Volunteers Give
From the 
Heart**

Invited: Keynote Speaker:
Dr. Donald Brideau, MD
CEO, INOVA Mount Vernon Hospital
Alexandria, Virginia

A Partial List of Workshops:

“Parliamentary Procedures – Keeping It Real!!”
“Identifying and Understanding Alzheimer’s and Dementia”
“Making Volunteers Feel Welcome – Getting Rid of Cliques”
“Understanding Reverse Mortgages”

AND -

Vendors, Jewelry Making, “Sip and Paint” Session and other exciting events!
We look forward to seeing you in Richmond!



Virginia Association of Healthcare Auxiliaries and Volunteers
Capital • Hampton Roads • Northern • Piedmont • Southwestern
www.vahav.org

Emblems – Sharon S. Younger, Chair



Spring, oh spring, where have you been? Are you elated the strange temperatures have faded away? Have you been longing for the warmth of a spring or summer day? Believe it or not – spring is here and summer's not too far off!

And speaking of spring and summer, is your Auxiliary thinking of ways to express thanks to the hospital volunteers during National Volunteer Appreciation Week, April 15 - 21? Well – think no further.

As your VAHAV Emblems Chairperson, I have an array of lovely VAHAV pins, charms (which can be attached to a necklace or bracelet), emblems (patches to display on your jackets, tunics or vests) and decals (to display on your vehicle, bag or notebook). Emblems are \$3; Pins, \$8; Charms, \$10; and VAHAV decals, \$1.50 each.

Auxiliary Treasurers, or Auxiliary persons responsible to place bulk orders, may view items available for purchase on our VAHAV website (www.vahav.org). Our Home page has a VAHAV “Order Emblems” link. Once you're on the Emblems page, follow the instructions to place your order, and I will ship them to the address provided on your online order form. I am also available at: emblems@vahav.org. Take care. I hope to see you at our Education Conference in October.

Membership – *Rae C. Martel, Chair*

To repeat what we have said previously, “VAHAV is the only organization of its kind in the state which specifically serves healthcare auxiliaries and volunteer organizations.” We really are unique! And there is still plenty of room for growth beyond our current membership. To that end, Past President Patsy Garrett is lending support toward membership growth. Recently, Patsy sent out 15 *Connection* newsletters to non-member hospitals and notified the District Chairs where the facilities were located. We hope that as non-members read about the informative and exciting things actually occurring at our hospitals and healthcare facilities, they'll want in. The plan is to continue using this additional outreach approach to attract non-member hospitals and healthcare facilities to VAHAV. Thank you, Patsy!

Legislative – *Bill Foster, Chair*

The results of the November 7, 2017, Virginia elections are over. As you know, Democrats swept statewide offices after significant wins for the Governor, Lt. Governor and Attorney General. Republicans still control the Virginia Senate by 21-19 with no election until November 2019. Republicans still control the House of Delegates by 51-49 after several recounts and a selection of the Republican, David Yancy, from a ceramic bowl over Democrat Shelly Simonds. Each received 11,608 votes. Simonds says she will definitely run for the seat again in two years.

With the closeness of representation in both the Virginia Senate and the House of Delegates, we can expect more debate and more support for Democrat agenda items. For example, several Republican

legislators have announced their support for expanding Medicaid in Virginia. Delegate Terry Kilgore, Republican Chair of the powerful House Commerce and Labor Committee, said that expanding Medicaid is needed for the many uninsured Virginians. Also, Virginia's House Speaker, Kirtland Cox, has signaled a willingness to expand Medicaid if work requirements could be imposed on able-bodied recipients. These changes signal that the Republicans are getting closer to supporting Medicaid enhancement for the poor.

After Republicans nearly lost control of the Legislature in the November election because of not backing healthcare support, we are seeing them looking for more voter support by coming out for Medicaid enhancement in the Commonwealth. Democratic Gov. Ralph Northam is also looking for support from the Republicans for Medicaid expansion. This could be a gigantic shift in the Legislature.

The Legislative session ended in mid-March. The two-year budget (2018-19) and more than 3,000 bills are being debated and will potentially be passed or rejected. Watch for more inter-party cooperation.

The Virginia Hospital and Healthcare Association (VHHA) helps support our VAHAV organization. VHHA publishes the Hospital Grassroots Network, an online newsletter with updates and action items relating to important legislative issues that our hospitals face. Each Auxiliary should subscribe! To subscribe, email your request to me, Bill Foster – at legislative@vahav.org or subscribe online at <http://www.vhha.com/advocacy/hospital-grassroots-network/>

Finally, here is an interesting “Did You Know?” Last year, the 94 Virginia hospitals and healthcare systems provided more the \$3.25 billion in community benefit and employment for 125,000 people. This and other interesting tidbits will be narrated in sessions at the 2018 VAHAV Education Conference at the Doubletree Inn, Richmond, October 8-10. Start your planning now for a great conference!

Anne Lewis Leadership Development Fund – Bettie Moores, Chair

Spring is here, and it is time to think/plan your District Meeting. It will be sometime in April or May. If you have never attended a District Meeting, this might be a good time to go. You will meet the VAHAV officers of your district and learn of activities about your area. If you have attended previous District Meetings, it will be a good opportunity to renew acquaintances and to meet newcomers.

Several VAHAV Board members will attend; some may be from your Auxiliary. If you have not met them previously, please introduce yourself. I plan to attend all the District Meetings and talk about the changes in the Anne Lewis Leadership Development outreach. Hopefully we can have a meaningful discussion. Your ideas and thoughts are welcome. Please keep in mind that the purpose of the fund has not changed: To assist member healthcare facilities that have a need for educational assistance and which, at times, find it financially difficult to have members attend the Annual Conference.

Vendors – Linda Woods, Chair

The Vendor Committee met in January to discuss the 2018 conference. Ideas to secure new vendors and to create a more shop-friendly area were discussed.

As Vendor Chair, I would like to thank our Webmaster, Theda Foster, for all the hard work she put in getting our vendors on a disk for mailing labels. She put approximately 115 names in order, ran a list in alphabetical order for me and fixed a notebook with the names for me to put information on as to who replies and attends conference, etc. This beats all the handwritten pages I had. Thank you again, Theda, for your help. Mary Ringquist, Communications Chair, certainly made sending out the Save the Date cards much easier by providing printed labels. I already have the labels for the early vendor packet to be sent out. Thank you.

If your Auxiliary is looking for new ways to raise money for your commitments to your healthcare facilities, please go to our website, www.vahav.org. Go down to retrieve the 2018 annual conference line and click on that. A screen will appear with three options. Click on the middle one, “Information on Conference Vendors.” A list will show the different vendor-product categories; and, with a click, you will retrieve contact information for the listed vendors who have displayed at some of our past conferences.

If you know of a vendor who might like to show at our conference, please let me know, and I will send them a vendor packet.

I look forward to seeing you all in Richmond at the VAHAV Conference in October.



Hospital Auxiliary News



Northern District

The Northern District meeting will be hosted by Inova Mount Vernon Hospital on May 22. Details to follow soon.

Submitted by George Souza, Northern District Chair

Winchester Medical Center Auxiliary

Three Generations of Volunteers Serve at WMCA

People find themselves volunteering for many reasons: a spouse is active and the couple wants to be together; an opportunity to meet new people and share common experiences or adventures is available; the cause supported is deeply personal or heart-tugging and the call to serve is strong. Volunteering can involve all or one of these purposes and the organization benefits from this person's desire to serve. The Winchester Medical Center Auxiliary is the lucky recipient of three generations of volunteers in both the Kowalski and the Riordan families.

This amazing story begins in 1975 with Member-at-Large, Suzi Kowalski's grandmother, Lena Lichlider Singhass, working the information desk for 10 years at the Cork Street Hospital. Lena loved meeting people and felt purposeful in guiding visitors that passed through the hospital doors.

Her example led Suzi's mother, Louise Avey Singhass, to continue the family tradition of volunteering at the new hospital for 10-plus years as a gift shop volunteer. Louise was able to work with Suzi in the gift shop when Suzi started volunteering in 2006 with her mother. Long after Louise had retired to assisted living, she often told Suzi, "I miss it so much."

There was no "skipping a generation" of giving back to the community when Suzi continued to volunteer at the hospital after her role models retired. Suzi continued working in the gift shop and in 2017, she was asked to serve on the Auxiliary Board as a Member-at-Large. Suzi readily agreed and still continues in the gift shop along with her Board duties.

Trice Riordan Cesnik and her sister, Kim Riordan, share a similar legacy with their mom, Betty Riordan. Betty was Treasurer for the Winchester Medical Center Auxiliary in 1987 when she became involved in supporting the launch of the very first Lights of Love service project with Linda Caley, then Auxiliary President. When Margie Sheppard presented the idea as a fund raiser, Linda and Betty were on board immediately.

Betty's daughter, Kim, was 7 and Rachel, Linda's daughter, was 9, at the time. Linda and Betty saw an opportunity to enrich the tree lighting ceremony. They dressed their daughters up with large bows and boxes, wrapped as presents. The girls became a regular part of the program until they outgrew their roles.

Not to let the momentum of their mom's service to the Auxiliary wane after her death in 2008, Trice joined the Auxiliary Board and chaired Lights of Love. In 2017, Trice asked her sister to co-chair the event with her and they repeated the "presents roles" with Trice's two daughters, Anne Walker and Ellie.

Betty had served in several roles in the Auxiliary. She was Follies Chair, supporter of Lights of Love and President Elect when she became ill. She would be delighted to see her daughters and granddaughters continuing in her steps for the Auxiliary. She would take particular joy in seeing her granddaughters dressed as "packages," just like Rachel and their Aunt Kim, were in 1988.

The Winchester Medical Center and the Auxiliary Board are blessed to have Suzi, Trice, Kim, Anne and Ellie as volunteers. We are thankful to Lena, Louise and Betty for transferring the sense of service to their children and grandchildren that continues today.

Submitted by Pam Pampe, Publicity Chair, WMC Auxiliary

Inova Fairfax Medical Campus

Members of the Auxiliary of Inova Fairfax Medical Campus started the year with a refresher course, short sessions to go over the basics of hospital rules. Each service sector met with a leader to renew the safety rules.

Executive Board committees were very busy with the fine points of restructuring the streamlined board, finalizing scholarship brochures, answering budget requests and working on the newsletter and annual report. The Gift Shops were unloading tons of new merchandise for the upcoming new season.

Submitted by Judy Shapleigh, Publications Chair

Inova Fair Oaks Hospital

On January 1, I began my tenure as the newly-elected President of our Auxiliary. I have been volunteering at Inova Fair Oaks Hospital since 2010, serving in the outpatient surgery department and the Inova Breast Care Center located in our new Cancer Center on the IFOH campus.



I have also been privileged to be a member of our Auxiliary Board of Directors nearly the entire time...first as a committee chair and most recently as Vice President. Our hospital is greatly enhanced by many kind and giving volunteers whose time and caring combine with the expertise of our doctors and nurses to make the patient experience a positive one. I am honored to be a member of the leadership team.

Our Auxiliary is busy with its many popular fundraising events such as our most recent and highly successful Valentine's Day sale held in our main lobby. When the sale began, the display table was covered with a range of Valentine's Day items that included boxes of assorted chocolates, home baked goods, Valentine balloons, flowers and handcrafted items. The sale began before 6 a.m., and within two or three hours, was almost completely sold out. So many of the customers expressed their gratitude for the convenience of the sale because it saved them a trip to the local greeting card store or florist.

On March 7 and 8, we held the first of two annual uniform and shoe sales. This sale is very popular with the hospital clinical staff.



Other scheduled fundraising sales will include a sheet sale in late April and the Masquerade Jewelry sale in May. As we all know, April brings with it National Volunteer Week, and the Fair Oaks Hospital Volunteer Services Department will hold its annual recognition luncheon on Sunday, April 15, to honor our many dedicated volunteers. At this luncheon, the Auxiliary will also be awarding eight \$3,000 college scholarships to deserving area high school graduating seniors who are planning to continue their studies in the healthcare field. Our scholarship candidates also include hospital clinical staff members who are pursuing additional degrees and professional development. The Scholarship Committee is hard at work reviewing and narrowing down the many applications that have been submitted.

Submitted by John Morrissey, Auxiliary President

The Ladies Board of Inova Loudoun Hospital

* Visitors to the Inova Loudoun Hospital campus at Lansdowne are very appreciative of the helpful staff and volunteers providing assistance during this busy time of construction and expansion. The Inova Schar Cancer Institute (ISCI), Peterson Family Breast Center, opened in March. The Inova Kellar Center, which provides mental health and substance abuse treatment in an outpatient setting, will open during the third quarter. For more updates, visit www.inova.org and click on “The Future of Inova Loudoun Hospital.”



Teresa Wheeler

* We are delighted to announce that Ladies Board member Teresa Wheeler was named the ILH Golden Helix award recipient for 2017. We're especially proud to note that Mrs. Wheeler is the second consecutive Ladies Board member to be so honored as Lisa Cromwell was recognized in 2016. The award is presented to a volunteer “who has dedicated their time and resources to impact philanthropy at the hospital and in turn improve lives by making our community hospital the best it can be.” Congratulations to another wonderful ambassador for the hospital! We have learned that one of Teresa Wheeler's favorite quotes (source unknown) is, “Work for a cause not the applause. Live to express not to impress.” What a perfect theme for all volunteers!

* While we eagerly await the opportunity to announce the awards for the 2018 nursing scholarships, we are pleased with the grant of \$1,000 for one of our nurses to study forensic nursing. It is expected that this employee, currently a registered nurse in the Emergency Department, will join the new Forensic Assessment and Consultation Team (FACT) at Loudoun. When someone experiences the trauma of sexual or domestic abuse, having this “first responder” resource at the local hospital will help minimize the need to travel to a more distant facility for assistance



* As we reflect on the December 3 Lights of Love ceremony, we were honored that Deborah Addo, our Chief Operating Officer, welcomed the guests and briefly spoke about the 105-year history of The Ladies Board. We were delighted to have Dr. Marissa Jamarik, Chief Nursing Officer, light the tree that honored many special individuals or the memories of loved ones. Donations for 2017 totaled \$11,845 with all contributions dedicated to the nursing scholarship fund.

* The 80th Annual Ladies Board Rummage Sale is on October 20 and 21, yet planning is already well underway. Donations are being accepted. We have identified “official” Donation Days that the trailers will be open and staffed with volunteers; however, our 24-hour phone line at 703-771-2985 welcomes calls and inquiries. We love to remind our readers that Loudoun County is a great

destination throughout the year, but especially during that special weekend in October!

* Our current historian, Pat Bigden, always presents a short and often humorous report about the past work of The Ladies Board at our monthly meetings. Who knew that one of our early responsibilities was garbage removal for the hospital? Wouldn't that be interesting with today's protocol for medical waste? The ladies also worked with the Leesburg Garden Club to raise and can vegetables to provide food for the patients. Hard work has been a tradition to meet the needs!

* For more information about The Ladies Board, visit www.ladiesboard.org

Submitted by Gerri Hill

Mary Washington Hospital -- Fredericksburg

Mary Washington Hospital Auxiliary had a very busy year culminating with a successful Tree of Lights event on the first Tuesday evening of December at the hospital. Auxiliary members who have passed away during the year were honored at the memorial service in the chapel. Following this, the tall tree on the front lawn was lit for the holiday season with each bulb representing someone from the community. As a tribute to honored and deceased folks, this is a lovely way to honor them and also serves as a fundraiser for the Auxiliary. Hospital administration and community folks who come to celebrate with us.

In 2017, we raised several thousand dollars and directed it toward our pledge to the Cancer Center on campus. In eight years, we have raised all but about \$500,000 of our \$5 million pledges to the Cancer Center and the Moss Free clinic on our campus.

New officers were installed at the December general membership meeting hosted partially by the hospital nursing staff. It was a delightful meeting. Officers are Rochelle Grey, President; Jim Wilkerson, Vice President; Joyce Noxon, Treasurer; and Pat Carl, Secretary. We hope to attend the Northern District Meeting at which we can share our wonderful Auxiliary events.

Submitted by Rochelle Grey, President

Capital District
Southern Virginia Regional Medical Center
Emporia

In keeping with our theme for this year, “Volunteers Give From the Heart,” we here at Southern Virginia Regional Medical Center are hard at work bringing smiles and words of good cheer to all we come in contact with here at the hospital and also in our community.

We have had some interesting times throughout the winter months -- sometimes snow and sometimes warm days. What a contrast. We continue to strive for heart-pounding success in all our ventures. Folks visiting the hospital love to see our smiling faces and have our listening ears ready to hear their concerns.

We had our shop decorated for the Christmas season, and the hospital employees especially liked our volunteers being available for their last minute purchases. We tried to keep inexpensive, unique gift items to encourage shoppers to stop by at the last minute. We also gift bag purchases at no cost. This has been a big plus. “No fuss shopping.” Better than Wal-Mart -- HA!!

Our shelf we identified as “Lobby” items is doing quite well. Every day, employees drop by to see if we have added any new items to the shelf. This practice has proven to be very good for our overall sales. The auxiliary members like it because they don’t have to save their items they want to donate for just the one time yearly. They can bring them at any time. It was a great idea!!



Valentine’s Day came and went with the shop decorated with reds and right behind that came St. Patrick’s Day and only two weeks after came Easter. Since our shop is so small, we don’t have room to display everything at

one time, so it’s been up and down decorating.

We are still continuing to encourage folks to join our Auxiliary as we could use the extra help. All of us are telling friends and neighbors the rewards of being a volunteer with the hope we can get a few to join.



We are looking forward to spring and our Heart Giving ventures. We want to wish you all our heartfelt thanks for your hospitals and all of you who volunteer from us here at SVRMC Auxiliary.

Submitted by Dot Woodruff, Gift Shop Buyer/Secretary

Hampton Roads District

HELP WANTED: I am still looking for a volunteer in the Hampton Roads District to come forward and serve as the Hampton Roads District Chair. This position is a two-year term, and the Chair is a member of the VAHAV Board, so you will be expected to attend our three board meetings in January, May and August, as well as preside over the District's President's meeting at the Annual Education Conference. You will be the liaison between the VAHAV Board and the district's Auxiliary Presidents to keep them informed of important information and notifying Board members about directory updates. Please contact me if this is a position of interest to you.

Save the Dates: Mark your calendars now so that you can plan on attending the following important VAHAV functions:

Thursday, April 5 is the date of the Hampton Roads Spring District Meeting. Thanks to Sentara Williamsburg Regional Medical Center for volunteering to host this important meeting. The Auxiliary is working on the agenda but guarantees that this will be an informative and exciting meeting. Please invite many of your Auxiliary volunteers so we can make this Hampton Roads District Meeting the largest one yet. If you have not yet received your invitation with all the specific details, please contact me at HamptonRoadsDistrict@vahav.org

October 8-10 Our 69th Annual Education Conference will be held at the DoubleTree by Hilton on Koger Center Blvd. in Richmond. Rae Martel and Sharon Younger have been working hard on this conference, and you will be amazed at what they have planned. We will also be doing the Thrift Shop Auction again, so don't forget to bring your money and bid on the items! "Volunteers Give From the Heart" is our VAHAV President Diane Glasgow's theme for this year. Maybe you can use this theme in your Auxiliary this year to highlight how all your Volunteers Give From the Heart!

Submitted by Debbie Sammler, Hampton Roads District Chair

Sentara Williamsburg Regional Medical Center

The Auxiliary of Sentara Williamsburg Regional Medical Center has had a very busy and productive year.

We had a lovely Membership Meeting in September that featured our new outdoor Mobility Park, which the Auxiliary donated, next to the YCMA in Sentara Circle. Its design was planned to assist all types of therapy for our community and patients after they have had illness, surgery or strokes. In October, we had our big event "We Should Be Dancing" at the Walsingham School Auditorium. Complementing the '50s, '60s era theme, all dressed for the occasion. The raffle and DJ were fantastic, and we had Shorty's

Diner supply the '5s0 favorite food along with its food trolley out front featuring specials treats. So much fun and very successful!

December brought our Tree of Lights celebration with "In Honor Of & In Memory Of" ornaments and lights. It is always a huge success.

January brought us the 20th Anniversary of our Free Mammogram Program, which is our Signature Program, and we have donated over \$500,000 to this program since 1998. We celebrated our Annual Luncheon Meeting in February along with the election of our 2018 officers, as pictured below.



The outdoor Mobility Park for rehabilitation

2018 officers (from left): Steve McGinnis, Treasurer; Barbara Smith, 1st VP Membership; Ramina Lodwick, President; Lauralyn Copan, 2nd VP Programs; Cynthia McCraw, Secretary

We continue to celebrate the success of the Pineapple Gift Shop, operated by the Auxiliary, and we offer services for free wigs, hats, scarves at our Unique Boutique.

We now look forward to hosting the VAHAV Hampton Roads Spring District meeting on April 5 here at Sentara Williamsburg, "Step into Spring" with two guest speakers, and luncheon, as well as door prizes and happy gifts for all. Please come.

Submitted by Marie Bond, Chairman of Ways and Means Committee

Piedmont District

Centra Lynchburg General Hospital

Happy spring from Centra LGH volunteers. We have been very busy the past several months lining up vendor sales, planning our volunteer awards luncheon and installing our 2018 Auxiliary Board. Mother Nature played a big part in our January General Meeting this year. We were planning something new: a covered dish luncheon, with a guest speaker and the officer installation. The meeting was canceled because we had our heaviest snow of the winter. We plan to hold the luncheon later in the year.

Our Auxiliary continues, once a month, to recognize, with a goody snack basket, the units at our hospital that work closely with our volunteers. This has gone over so well, and everyone is most appreciative. In February, the Auxiliary held a SUPER BOWL party for those employees working. We set up a table with game day snacks and had the football game on so that employees, if they chose to do so, could fix a plate and check out the score of game during their breaks. The plan was to close everything up as the food ran out, but it was such a great game and some would just pop in to see what the score was, one

volunteer stayed until the end of the game. Thank you, Cindy Wruck. We had more than 100 employees stop in that night.

Our Auxiliary tries very hard to keep a good working relationship between Centra employees and the volunteers. The goal for both is Excellent Care.....For Life.

We are looking forward to our Piedmont District Meeting, which will be held in April at Sentara Rockingham Memorial Hospital and the Annual Education Conference in October. We will renew old friendships and make new ones, listening and learning what other healthcare facilities are doing.

The Centers for Medicare and Medicaid Services (CMS) has awarded Centra Lynchburg General Hospital and Centra Virginia Baptist Hospital a five-star rating. Only 337 hospitals of the 4,000 Medicare-certified hospitals across the United States can claim this highest ranking. Centra is one of eight in the state to be recognized with five stars. Notably, Centra Southside Community Hospital and Centra Bedford Memorial Hospital improved from three stars to four stars. These ratings can be found on CMS' Hospital Compare website, which has information about the quality, safety and customer experience across the country and is provided to the public to help patients make educated decisions.

Submitted by Patsy Garrett, Vice President

Centra Bedford Memorial Hospital

Growth continues at Centra Bedford Memorial Hospital. The Tickled Pink Gift Shop closed on January 5 in preparation for a NEW SHOPFirst time in the history of the Gift Shop. The newly renovated Gift Shop reopened on Wednesday, February 14, with a new and fresh look that was welcomed by everyone--a totally new floor plan that includes new flooring, lighting and paint, display units and so much more. It still offers the largest selection of Willow Tree in the area. No matter what the occasion, you're likely to find something that will fit the need: unique jewelry and fashion, garden items including flags and mats and seasonal decorative items. Visitors should check out the new "Country Corner."



The Gift Shop has been an active part of Bedford Memorial since early 1970s, and this is a major opportunity to serve the hospital, community and our customers. Take a moment to stop by and greet the friendly, smiling volunteer staff and "shop a while." Gift Shop hours are Monday-Friday, 9 a.m.-4:30 p.m. and Saturday, 9 a.m.-1 p.m. All proceeds benefit Centra Bedford Memorial Hospital.

Centra Bedford Emergency Department relocated to its temporary location in May 2017 to prepare for renovations for a new and improved Emergency Department. After months of hard work and labor, the ER reopened on Monday, February 12, to staff for a “sneak preview” prior to its grand opening to the public. The department opened from 1 p.m.-3 p.m., and ER staff was available to answer questions and assist with a self-guided tour.

There was a Grand Reopening and Ribbon Cutting Ceremony on February 14, 1-3 p.m., which included a public tour of the ER and refreshments. CBMH Auxiliary/Volunteers served as hosts and hostesses for the event. The renovated Emergency Department began seeing patients on February 15.



Submitted by Kay Waff, President and Denise Edwards

Sentara RMH Medical Center

It's my pleasure to introduce you to Jerry “Pete” Wright, better known around Sentara RMH Medical Center as the “Cat in the Hat” from the famed Dr. Seuss’s children’s book.



Pete is a very special Auxiliary volunteer who distributes comfort toys, small stuffed toys, to the youngsters who need something to help them through a difficult time while a patient at the hospital. He brings smiles to the faces of everyone who encounters him in the halls and makes the time young patients spend at the hospital a little bit better as he cruises around in his motorized scooter distributing his wares

every Thursday. Pete also distributes coloring packets to young patients and young visitors at the hospital as he makes his rounds.

The Comfort Toy project was started in the early 1950s by volunteers who hand-sewed what they called “Pinky Puppets.” The project has evolved to where each year the Sentara RMH Volunteer Auxiliary purchases about 10,000 comfort toys for Pete to distribute. Each toy has a “hospital” band that says “Especially for you from the Sentara RMH Medical Center Volunteer Auxiliary.” If toys are purchased using funds from an organization donation of \$100 or more, the band also includes the organization name.

In December, Pete’s attire was somewhat different as he was decked out in an elf outfit while distributing small stuffed holiday elves. This past December, Pete was interviewed and appeared on a segment of the WHSV TV news. “The reactions in [the children’s] eyes and also in the nurses’ or anybody around, the parents, it’s just worth its weight in gold,” said Pete. “It’s priceless.”

Pete’s been volunteering at the hospital for 10 years, starting a couple years after his wife passed away. He says that decision helped save his life and got him out of the house and interacting with people in the local community. In 2016, Pete had surgery and rehab that kept him away from the “job” he loved for many months. Because of mobility issues, he was worried about being able to continue volunteering and being the “Cat in the Hat.” The motorized scooter with adornments was the solution that put Pete back in the comfort toy distribution business.

Submitted by Diane E. Trobaugh, Auxiliary President

Southwestern District

Carilion Franklin Memorial Hospital

Carilion Franklin Memorial Hospital Auxiliary has been quite busy with an Awards Ceremony held in December and the Love Light Tree Service at which donations received go to the Free Clinic of Franklin County for medications. Every dollar raised is matched seven times, and therefore many patients benefit from this service.

We have also been in the process of developing a Compassion room for an end-of-life patient who is not able to return home. The family will be allowed to stay with the patient. Volunteers are also donating lap quilts for the patients to use and then the family can take home. The Auxiliary is now in the process of updating position guidelines as the bylaws have already been updated.

This spring we are looking forward to hosting many vendors at our facility. We are a small hospital with dedicated Auxilians who do so many things to benefit the community and our patients. “Volunteers are the salt of the earth.”

Submitted by Carolyn Johnson, Auxiliary Co-President

VAHAV Officers for 2018

PRESIDENT: *Diane Glasgow*
PRESIDENT ELECT: *Harry Russell*
CONFERENCE CHAIRS: *Rae Martel, Sharon Younger*
TREASURER: *Marion Barnwell*
RECORDING SECRETARY: *Carolyn Johnson*



Executive Board members (from left): Sharon Younger, Rae Martel, Patsy Garrett, Marion Barnwell, Carolyn Johnson, Harry Russell, Diane Glasgow

VAHAV CONTACT INFORMATION

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Recording Secretary: Carolyn Johnson, recordingsecretary@vahav.org
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Hampton Roads District Chairman: Debbie Sammler, HamptonRoadsDistrict@vahav.org
Northern District Chairman: George Souza, NorthernDistrict@vahav.org
Piedmont District Chairman: Marla McGaugh, PiedmontDistrict@vahav.org
Southwestern District Chairman: Donna Raines, 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

VAHAV VOLUNTEER NEEDED

VAHAV is looking for a volunteer, technical person with skills in HTML5, SQL, and Microsoft Access (MS Office Professional) to shadow and support the official VAHAV Board duties delegated to the VAHAV Webmaster. If interested, please contact the VAHAV President at president@vahav.org.