



OUTLOOK

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NEW YEARS 2019



This holiday season came so quickly this year! I know Thanksgiving is always at the end of November and various religions have December holidays flowing into January, but it just doesn't feel like a whole year has gone by since we last celebrated these very same holidays. As

volunteers, we know that our season of giving is throughout the year. Though the landscape of volunteers and volunteering has changed over the decades, it is still driven by people who strive to leave this world a little better than they found it, one patient, one staff member or neighbor at a time. A lot of people don't understand that the volunteer gets so much satisfaction from helping that it isn't a duty or task to be done for them, it is a passion. They are empathetic so serving is in their blood. Often, it is a form of 'giving back' for care given to them personally or to a loved one, and a desire to provide those special moments to other patients and their loved ones. When entering most hospitals, we are first greeted and made to feel welcome by a volunteer. What you do makes a big impact on others. You are not just doing a job. Keep on blessing people with comfort and joy and the God given gifts you possess. It's what we do!!



The President's Message

By **Stephen Apple**, President,
Texas Association of Healthcare
Volunteers

Greetings!

I know you are all anticipating a busy holiday season. December came in a hurry this year – it seems like we just finished our tour. This year the Traveling Trio -- Gypsie, Kathy and I -- visited nine of ten districts. We did not have a host for district 7, nor do we have a board member there (please call me if you have a good candidate). We had fantastic District Coordinators who worked with Kathy Jenkin to ensure that we had great accommodations and meetings. It is a lot of work to host a meeting and I commend each of them and their teams for their commitment.

We tried something different this year – a more aggressive schedule with a meeting every day and one weekend in between. We drove almost 2,000 miles. I have heard from several folks that my theme *Planting the Seed of Volunteerism* really resonated with their groups. The speakers on health topics were all excellent. Some memorable moments:

- We began in Dallas with my hospital, **Texas Scottish Rite Hospital for Children**, hosting the District 5 meeting. We always have good turnout in District 5 and I appreciate the support from my hospital president, vice president of communications, my DVS, and our media department for all their help with the Frisco video, photographs, the website, the signs we took on the road, and the district meeting. We at Scottish Rite appreciate the legacy of TAHV and the camaraderie with other hospitals in our district.
- Next stop – Abilene, where we had dinner with Janice Allen and her group. **Hendrick Medical Center Hospital** hosted the meeting for District 6 and we heard about “Nutrition for Aging Well”, and volunteering.
- In Lubbock, the District 1 team from **Covenant Medical Center** welcomed us and we dined in the clubhouse at Texas Tech Stadium. We heard a welcome from the mayor of Lubbock and learned about active shooter training for unarmed citizens.
- We had a memorable welcome in Andrews for the District 2 meeting – the **Permian Regional Medical Center** CEO met us out front when we arrived, in blue jeans! We saw how the hospital is focused on wellness and prevention, with their gym and lap pool. I must say that the community overall made a big effort for the meeting in Andrews.
- At the District 8 meeting in Kerrville we met in a theatre and had lunch and a fashion show at the Baptist Church next door. They showed us a video about the volunteers at **Peterson Regional Medical Center** – we have shared the video on the TAHV Facebook Page.

- On to Victoria and the District 3 meeting hosted by **DeTar Healthcare System** Volunteer Services, where we got tips for leading a “Happy Healthy Lifestyle.” This is Kathy Jenkin’s home district.
- In Sugar Land for the District 9 meeting, we were graciously hosted by board member Sandra Pybus in her home. The meeting was hosted by an **alliance of District 9 hospitals** and our board members led the way.
- At the District 4 meeting in Beaumont we saw our old friend Julian Payne from the host hospital, **Baptist Hospital, Beaumont**. We learned about Functional Foods and Communicating Effectively.
- And finally, **Palestine Regional Medical Center** hosted the District 10 meeting, where we tried at least ten different pound cakes and wrapped up our trip.

We heard from *everyone* about the need to recruit and retain volunteers. We will continue to share ideas and support each other in recruitment and retention.

Following the district meetings, we welcomed three new board members. I appointed two new board members: **Lynda DeMasco**, from **Peterson Regional Medical Center** in District 8, and **Rose Marie Hartley** from **Memorial Hermann Northeast** in District 9. At the District 8 meeting in Kerrville, **Sue Bramhall** (former board member) from **Shannon Medical Center** was nominated and elected to the state board. Being a board member means representing all the hospitals in your district and we are grateful when new folks step up.

I would also like to welcome two organizational members to TAHV. **Crockett Medical Center** was closed for a time and has reopened to serve their community. The volunteers were anxious to re-join TAHV and we welcome them back! In Frisco we have a brand new campus and new TAHV member: **Scottish Rite for Children Orthopedic and Sports Medicine Center**. There were 110 volunteers ready for opening day in October and Karen and I attended the ribbon cutting.

As part of our effort to stay in touch with all our members, our electronic communications have been enhanced beyond the website and now they are all connected. We can truly say **“Connect with TAHV.”**

- We use **Mail Chimp** for emails to a growing list of subscribers. We collected email addresses at Convention and at all the district meetings. We now have over 600 individual email addresses, and when someone forwards the note, the recipient can join our list. Of course, folks can unsubscribe at any time.
- We use **Survey Monkey** to ask questions: we can get feedback or ask for requirements from the same list of 600 emails, or a subset of them.

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NICU Reunion

by **Norma Burnside**, "South" Volunteer, District 3 TAHV Board Member

On November 3rd, a windy and cloudy Saturday afternoon, **CHRISTUS Spohn Hospital Corpus Christi-South** volunteers were involved helping with this wonderful event. Some popped and gave away boxes of popcorn, some helped with registration. Others were involved with giving away t-shirts and totes to the children and families who came for the NICU Reunion. This is always an exciting time for these children who were preemies at birth. Some of these children have survived overwhelming odds. Nurses who cared for them at birth and while hospitalized were present also. Watching them interact with these children was amazing. This year's theme was "Super Heroes". The children came dressed in costumes and looked so cute.



Children playing at the reunion.



Graduates from NICU...growing up.

Of course, there was food, and there were many games and face painting to entertain the children. They even had two gentlemen who made animals out of balloons. This was a great event and the volunteers love to participate because of these wonderful children.



Lynne Fleming with mom and child.

The President's Message

Continued from page 2

- **Dana McGinnis** manages our **TAHV Facebook** page and has been posting pictures from the district meetings. This is the quick way to share fun photos and spread the word about what's going on with our volunteer groups.
- There's an icon on our website that connects to our Facebook page. When we make an announcement with a Mail Chimp email, it is automatically shared on Facebook. There's a link at the bottom of every email that connects to our website.
- We still send our printed **Outlook** newsletter, but we also post the digital copy on our website and send it to everyone on our email list.

This kind of outreach will keep our members informed, inspired, and connected. I also encourage you to invite me or your district board members to any of your meetings – we are happy to attend.

Happy New Year!



Volunteers (L-): Ruth Vermace, Jillana Helms, Lynne Fleming, Norma Burnside and Karen Heflin.

Project SEARCH Interns Gain Work Experience and Learn Job Skills

By **Richard Harrid**, Teacher for Project SEARCH, El Paso Independent School District, El Paso, Texas

Through collaborative efforts between The Hospitals of Providence, the El Paso Independent School District, the Texas Workforce Commission, and VOLAR Center for Independent Living, eleven student interns from the El Paso Independent School District are participating in Project SEARCH at **The Hospitals of Providence - Memorial Campus** in El Paso, Texas.



Rene Marquez, Intern

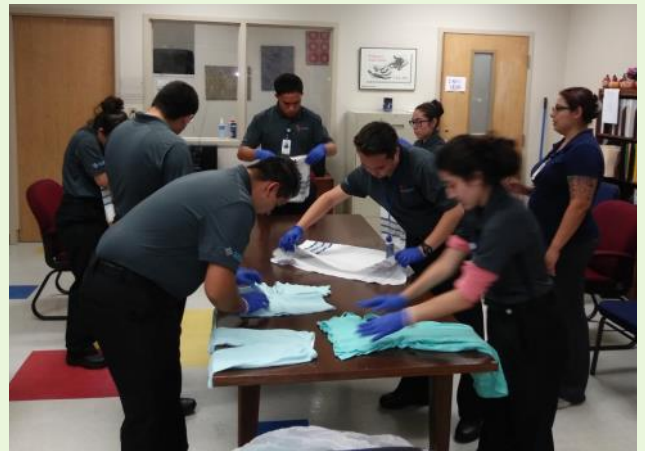
Project SEARCH is a ten-month program for students with disabilities to gain work experience and to learn employment skills in the workplace. Having completed academic school requirements, Project SEARCH interns spend their last year of school at the hospital.

According to Richard Harrid, Teacher for Project SEARCH at The Hospitals of Providence – Memorial Campus, “interns gain work experience in a variety of rotations, including the gift shop, endoscopy, pre-op, payroll, laundry, environmental services, food services, volunteer services, and patient transportation. They also learn a variety of skills, including team building, workplace safety, technology, self-advocacy, maintaining employment, financial literacy, health and wellness, and the process of preparing for employment.”

At this location, Project SEARCH works in conjunction with the Volunteer Services department. Interns are in regular contact with the volunteers, and often have the opportunity to work alongside the volunteers of the hospital. According to Celine Azar, Director of Volunteer Services and PBX for the Hospitals of Providence, “the intern’s classroom is in our volunteer office ... it is wonderful to see them develop throughout the year. It is a humbling experience.”



Class Portrait



Class work skills session

Do you have questions that come up in your meetings or updating or writing your bylaws???

Ask the Parliamentarian

Call Stan Simmons

With your Bylaws Questions

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**Send articles/pictures for the Outlook!!!
Let's learn from and celebrate one another!**

**Send to: Judi Winslow at
mkjudiwinslow@hotmail.com**

YOUR DATABASE UPDATES ARE IMPORTANT!

Please use the “Member Update” form from the TAHV website (www.tahv.org) throughout the year to keep your information current.

**IF CANNOT DOWNLOAD OR PRINT IT,
PLEASE CONTACT:**

Dana McGinnis, Database Chairman
PO Box 2795, Crystal Beach, TX 77650
Phone: 972-971-9790

Email: danamcginnistahv4@yahoo.com
(A form will be sent to you!!)

Alberta Rogers: Planting the Seed of Volunteerism

By Cheryl Riedl, Memorial Hermann Southwest Hospital Volunteer



2017 Volunteer of the Year Award

Ask Alberta what she enjoys about volunteering...her brown eyes sparkle and she smiles as she replies "The reward is seeing that you are helping people. I am a people person and feel I want to help those I am in contact with."

Before Alberta began volunteering at Memorial Hermann Southwest Hospital, she volunteered at her church as the church secretary 5-6 hours a day, Monday through Friday, while waiting on completion of the adoption of their child. She helped keep the church office organized and running smoothly, and helped her Pastor when needed. She baked cookies and shared them wherever needed. She still bakes, and she makes a delicious oatmeal raisin cookie!

Alberta began volunteering at Memorial Hermann Southwest Hospital in January 1983 because she wanted to give back to the hospital, to show her appreciation for the care the hospital staff had provided during her father's hospitalization at MHSW in 1982. Over the course of her 32+ years volunteering at MHSW, Alberta has volunteered in many different roles. She's been a Patient Representative for children. She's visited stroke patients taking along a Mickey Mouse puppet to entertain children and adults. Most of us at MHSW know Alberta from volunteering at the Information Desk. You will find Alberta at the Information Desk on Monday and Saturday afternoons. If she's not at the desk, it is likely that she is providing a wheelchair transport. Alberta is a volunteer's volunteer – always kindly offering assistance and a kind word.

In 1999, Alberta had open heart surgery. Prior to surgery, Alberta prayed that if God wanted her home, she was ready, or if he wanted her here, she would do what he asked her to do. Alberta will tell you this is her mission, and she is blessed.

While recovering, she was visited by a Mended Hearts Accredited Visitor. Alberta recalls that he was such an inspiration to her. He was a diabetic and had survived major heart surgery. His visit gave Alberta hope and encouragement that she could do the same. Alberta was trained in October 1999 and has been visiting patients ever since.

Alberta volunteers at Memorial Hermann Southwest Hospital as a volunteer two days a week. Prior to volunteering on Mondays she visits with heart patients. She also volunteers weekly at The Medical Center visiting with as many heart patients as possible.

In addition to being an active volunteer, Alberta understands the need to grow new volunteers, and she's an indefatigable recruiter. She networks for new volunteers for the hospital and for Mended Hearts. She readily trains new volunteers, shares her experiences and the benefits of volunteering, learning from one another and listening to others.

Alberta's commitment to volunteering is woven into the fabric of her life. Memorial Hermann TMC recognized Alberta as their 2017 Volunteer of the Year. In November 2018, Alberta was featured as one of 11 Houston Heroes in the Houston Chronicle!

Alberta truly has been "Planting the Seed of Volunteerism" throughout her life, and is a treasure for our organization. We thank her for her commitment to service and volunteering at Memorial Hermann Southwest Hospital.

"Plants for Scholarships"

By Carey Trahan, Auxiliary Programs Coordinator, Palestine Regional Medical Center

Palestine Regional Medical Center's Sunshine Guild (District 10) hosts a plant sale every spring to raise money for scholarship funds for employees or employee dependents who wish to further their education in the health care field. They purchase beautiful healthy plants from a local wholesaler.

In order to provide adequate funding for ten \$1000 scholarships, they also use profits from their gift shop, scrub sale, jewelry sale and bake sale. The guild gives out \$10,000 in scholarships each year.



Pictured are left- Kathryn Barrett, Guild President and Carlyon Dettor, Guild Vice- President.

Member Christmas Shares

Breakfast with Santa

By **Roz Shinn**, District 2 TAHV Board Member, Medical Center Hospital, Odessa Volunteer

The **Breakfast with Santa** is a special time for the children of **Medical Center Health System** employees and is held each year in November. Although it was conducted by the MCH Employee Activity Committee, they were outnumbered by MCH volunteers (adult, college, and juniors) who were Santa's elves. The two ladies in front of Santa are Auxiliary volunteers **Trisha Sibley** (left) and **J'Lynn Collins** (right), both on the MCH Auxiliary Board.



This year the breakfast was held Saturday, November 10 from 9-12 and there were over 100 attending! The tables were festively decorated. The children (from 3 days old to teens) had their photos taken with Santa, and they were served Kolaches and juice. Then, they were taken to different stations for projects. They had the option to watch a movie, make Christmas ornaments, color pictures, and/or make reindeer food. A man made each child a balloon toy. Of course, each had an opportunity to whisper Christmas wishes in Santa's ear as Santa gave a gift as well.

Happy Holidays TAHV!

By **Mary Ann Blome**, Parkland Auxiliary, District 5 TAHV Board Member

Parkland Health & Hospital System is the Dallas County safety-net, opening its doors to thousands each day. We are noted for our stellar Trauma care, Burn Center, and devotion to the underserved.

This time of year, the Parkland Auxiliary erects a Christmas Tree, Menorah for Hanukkah, and Kinara for Kwanzaa in our main lobby to greet patients, visitors, volunteers, and employees 24/7. Our photos depict spirited and invaluable NICU volunteers (Baby Rock-ers) Auxiliary Gift Shop Staff, and Medical Records Hospital Staff pausing to pose expressing our coined "Parkland Pride". We, as our TAHV family, demonstrate the practice of inclusion and diversity.



**Parkland Auxiliary Gift Shop
Volunteers**



Medical Records Department



**Newborn Intensive Care Unit
Volunteers/Baby Rockers**

These Volunteers Love the Holidays!

By Karen Apple, TSRH Volunteer, District 5 TAHV Board Member

The winter holidays start early at **Texas Scottish Rite Hospital for Children in Dallas**. On November 12, the evening volunteers staged their annual In-Patient Parade through the hospital, complete with floats, a drill team, and cheerleaders to keep parade-goers excited. Later the same week, the volunteers held the Hearts and Hands Holiday Bazaar, Silent Auction, and Luncheon, a four-day event that raised \$30,000 this year from sales of donated and handcrafted items. After Thanksgiving, our volunteers helped community groups at Tree-Decorating Night, which has grown to 600 people decorating 58 themed trees throughout the hospital. Most recently, we were one of the local children's hospitals visited by the Dallas Cowboys and Cheerleaders on December 3. The patients, their families, staff and volunteers were excited to get autographs and have their pictures taken with players and cheerleaders. We gave them all some popcorn to take home!



Dallas Cowboys and Cheerleaders



Ezekiel Elliot with a little patient.



Tree decorating with evening volunteers.



Volunteer Mayra Claudio meets Dallas Cheerleader.

Member Christmas Shares

Window Dressing

By **Mary Pfeffer**, Texoma Medical Center Volunteer (Denison), District 5 TAHV Board Member



In December of 2017, I approached a local artist to decorate the windows of our gift shop to “dress” up the lobby in time for our volunteer Open House. It not only added to the festive feeling of the Open House, but also drew attention to what was being displayed in our gift shop. Passersby stopped to admire the artwork but then continued to stand at the windows looking in at all the beautiful items on the shelves in the gift shop. Yes, they did walk into the gift shop and make purchases!

This is now a tradition as every new season Jordan Streetman comes by and she and I collaborate on what design we would like to have on the windows. We have now covered an entire year of seasons including April showers, summer picnics, fall pumpkins and a frosty theme for this holiday season. Sales are increasing in our gift shop and I’d like to believe that some of that has to do with the way we welcome our visitors, patients, and customers alike with these beautifully decorated windows.

A Jolly Holly Christmas

by **Carolyn Stroud**, GRMC Volunteer, Publicity Chair

The holidays are just a little jollier and merrier for patients, family and friends thanks to the staff and hospital auxiliary of the **Graham Regional Medical Center** in Graham, Texas.



The Christmas door decorating contest is an annual event at GRMC. Each department decorates their door and the auxiliary members judge for 1st, 2nd, and 3rd place. They decorated up until December 7th and judging was done on December 10th. GRMC Auxiliary awards 1st place with a pizza party, 2nd place with cupcakes, and 3rd place with cookies.

Nurse’s Station door highlights the importance of music during the holiday season.



Reba Schlittler, long-time Auxilian and Gift Shop Business Manager, takes a break from her duties to enjoy the festive door near the Admissions Desk.

Member Christmas Shares

MCHS Christmas Celebration is Multi-faceted ... a pictorial approach.

By **Pamela Andrews**, Auxiliary President, Medical Center Health System, Odessa

The Annual Christmas Party was fun... playing with an 'elf' theme, you'll see **Pamela Andrews** and **Mary McClelland** just having fun with **Edgar, the hospital elf**. Then everyone had pictures taken at the "Have Your ELF a Merry Little Christmas" display... MCHS Volunteers were treated to a Christmas Luncheon provided by Volunteer Director, Jennifer Jones.



(L to R) Top row: Gracie Sanchez (VP), J'Lynn Collins (Past President), Pamela Andrews (President), Faye Smith (honorary volunteer), and Roz Shinn (Aux. Representative)
Bottom row: Ann Ellison (Governess), Trish Sibley (Secretary), Jennifer Jones (Director) and Vickie Branch (Treasurer), Sue Kettle



Volunteers participated in the MCHS Karaoke Contest where they sang "The 12 Days of Christmas" and won \$1000 to donate for a volunteer falling on hard times.

Wreath making class for MCMH Volunteers taught by Pamela Andrews



Shannon Medical Center Volunteers Fund Chairs

by **Erlinda Cline**, Shannon Medical Center Volunteer, San Angelo

The Auxiliary at Shannon Medical Center continues its support of the hospital through fundraising in 2018. Volunteers hold about seven fundraisers throughout the year and purchase items needed for the hospital. At the annual Award Meeting in October, Volunteer President James Rauterkaus presented a check for \$25,000 to purchase new chairs for all the conference rooms. In past years, the Shannon Auxiliary has donated a yogurt machine for the cafeteria, an automatic door for the laboratory, and a golf cart complete with volunteer drivers.

2017-2018 Volunteer President James Rauterkaus presenting a \$25,000 check to Shannon CEO Shane Plymell during the Award Meeting in October



THA Thanks Our Hospital Volunteers

By **Ted Shaw**, President/CEO, Texas Hospital Association

This time of year traditionally is one of celebration, family and giving thanks. Mustering that joyous spirit this year, however, can be challenging for hospitalized patients and those whose loved ones are in the hospital. And it can be challenging for the caregivers who work tirelessly in hospitals every day to heal, save lives and ease suffering.

Hospital volunteers have a unique and invaluable role in providing much-needed compassion all 12 months of the year but none as vital as the holiday season when feelings of isolation, grief and sadness can be compounded for those who are sick or suffering. A kind word. A smile. A warm hand. A listening ear. Volunteers provide all of these. They are an extension of hospital employees. While they may not provide clinical care, they care. And that care is as instrumental to health and healing as medicine, surgery and any other type of medical treatment.

Without our hospital employees and our volunteers, we have no hospitals. We would have a physical infrastructure but no health care. Like the Tin Man in the Wizard of Oz, we would have no heart.

I extend my deepest gratitude to all hospital volunteers for delivering kindness, caring and a helping hand all throughout the year but especially this month. Compassion in the face of fear, devastation and loss is what hospitals do every day of the year. There's just a greater need for it during the holidays.

The kindness and compassion that hospital volunteers deliver keep the warmth and light of the season kindled even in the darkest places. And, like the miracle oil of Hanukkah that kept the candles of the Second Temple's menorah burning for eight nights, the number of volunteers may be finite, but the reach and impact of their compassion are almost boundless. Thank you for all you do.

We make a living by what we get,

But we make a life by what we give.—Winston Churchill

Texas Health Resources - Harris Fort Worth Auxiliary Supports New Construction

By **Carl Langley**, Publicity Chairman, Texas Health Resources Fort Worth Auxiliary

Nelda Truesdale, President of THR Auxiliary presents Joseph Deleon, President of Texas Health Harris Methodist Fort Worth in District 5, the first installment of **\$750,000** of the auxiliary's **\$1,250,000** pledge for construction of the new Justin Tower, a nine floor, 144 bed tower. Fifteen new larger surgical suites will be added to nine existing large suites making a total of 24 surgical suites. The new Surgical Patient Tower will enhance the hospital's quality medical care by offering patients and families spaces that are conducive to healing, safety and wellbeing.



Pictured L>R: Laura McWhorter, THR Foundation, Nelda Truesdale, Auxiliary President, Joseph Deleon, THR President, and J.R. Holland, THR Foundation.

Timons Ministries

by **Kathi Garcia**, CHRISTUS Spohn Hospital CC – South Volunteer and Newsletter Editor

Members of the CHRISTUS Spohn Hospital Corpus Christi - South Volunteer Board pose with Kae Berry, Director of Timon's Ministries. Timon's provides services to the less fortunate in our community. They provide medical, dental and vision services with the help of volunteers and up-to-date medical equipment. They serve hot meals five days a week and provide groceries to over 300 households. In addition, they provide showers for use by the homeless. Through the generosity of the Volunteers of [CHRISTUS Spohn Hospital Corpus Christi - South](#), we were able to donate 28.2 pounds of hygiene items to Timon's Ministries. We collected hygiene items through to the end of October.



Pictured above (L to R): Kathi Garcia (Interim Board Secretary, Karen Harris, Norma Burnside (President Elect, Dist 3 TAHV Board Member), Nan Bailey, Carole Martin, Stella Pasahow, Jillana Helms, Lynne Fleming (Treasurer), Elma Garcia, Nati Alvarez, Kae Berry (Timons Ministries), and Ruth Vermace (President)

Texoma Medical Center helps with Scholarship

By **Mary Pfeffer**, TMCV and District 5 TAHV Board Member

For a 2nd year in a row, **Texoma Medical Center Volunteers** in Denison, TX, have donated \$8000.00 to the Gifts & Memorials Foundation of TAHV. This donation is for a full scholarship that will go to a deserving student with a major in a medical field. Receiving the check on behalf of TAHV is TMCV/TAHV Board Member Mary Pfeffer, Secretary of Gifts and Memorials.



Pictured L to R: Roxanne Bartlemey (TMCV Treasurer), Shirley Hill (TMCV President), Mary Pfeffer (TMCV and TAHV Board Member)

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