



THE AAHV COMMUNICATOR

ASSOCIATION OF ARIZONA HEALTHCARE VOLUNTEERS – SEPTEMBER, 2009

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CAROL'S CORNER

I need to thank Program Chair Skip Simes and Conference Chair, Joan Stafford and her committee for their hard work planning our annual AAHV Conference.

They have a wonderful conference scheduled this year on October 26th and 27th at the beautiful Tucson Holiday Inn and Suites. The Theme is "Volunteers Creating Memories". Our keynote speaker is noted mystery writer, J.A. Jance. Her books will be available for purchase and for signing. You can bring your own copies of her books if you like.

We will have a pane from small and large hospitals speaking on the topic of recruiting and keeping volunteers. The always popular Round Table Discussion Questions are all ready for you! We were very pleased to add speaker, Clinical Social Worker Lynda Dallyn and Chaplain Mario Valadez to speak on the topic, "The Art of Forgiveness and the Peace That Follows".

We're going to have a demonstration of Security Dogs from the Tucson Medical Center. Humorist and author Bonnie Henry is our closing speaker.

The Basket Raffle, the \$500 Raffle, the welcoming reception and the Cocktail Party are already planned!

As you can see, we are keeping our high standards for supporting the education of hospital volunteers in Arizona. We would like to invite you all to attend our conference at:

Holiday Inn and Suites

4550 S. Palo Verde Blvd

Tucson, AZ 85714

Website: www.hitucsonsirport.com

Phone: 520-746-1161 - ask for front desk

ASK FOR THE FRONT DESK TO GET THE DISCOUNT RATE.

The room rate is \$84.00 a night single or double—ask for the AAHV Conference to get this rate. The last day to get this special rate is September 25th. To register online for both the conference and the hotel, go to www.aahv.org and download the registration forms.....**SEE YOU THERE!!**

CAROL

AAHV MISSION STATEMENT

The Association of Arizona Healthcare Volunteers shall advocate for and assist healthcare volunteer organizations, thereby enhancing healthcare volunteerism in the state of Arizona

BOARD & COMMITTEE REPORTS

MEMBERSHIP REPORT

Donna Rae Cintora, Chairman

What a wonderful set of member volunteer organizations we have this year! - stretching into most areas of the state. It is an enlivening mix and a most precious resource in our mutual healthcare volunteer work. If getting to Regional Meetings has not been a possibility for you this year, we know that you have been able to identify your colleague-members on our website (www.aahv.org). And we know that you must certainly be looking forward to the best and most exciting AAHV gathering of the year - our October conference. This face-to-face connecting and sharing is the core value of our state auxiliary.

Membership renewal time for 2010 will begin at the conference. Membership forms, for renewals, as well as for new members, will be available at that time for auxiliary/service league officers and for volunteer service DVSS. With this timing, we hope to have our membership well in place by the start of the New Year.

We look forward to our continually building on one successful year after another, and we will love to have you along for the ride!

NOMINATING COMMITTEE REPORT

The following people served on the 2010 Nominating Committee:

Donna Fuller from John C. Lincoln NM
Mary Pat Pepping from Tempe St. Luke's
Ken Gayer from Tucson Medical Center

&

Shirley Gould - TMC, Immediate Past President
Committee Chairman

We will be presenting the following slate at the Fall AAHV Conference to be voted on:

President - Skip Simes from Casa Grande Regional Medical Center

President-Elect - Brenda Piccone from Tucson Medical Center

Secretary - Lee Swearingin from Sierra Vista Regional Health Center

Treasurer - Irene Dalley from Carondelet St. Mary's Hospital - Tucson

PARLIAMENTARIAN'S REPORT

Jane Locke

Proposed bylaws addition - approved by the Board of Directors and requiring the approval of the general membership .A vote for approval will be called for at the AAHV Conference Business Meeting in October

Refer to: AAHV BYLAWS - Page 1 ARTICLE III-Membership

The membership of the Association shall be comprised of healthcare volunteer organizations (the "Members") in the state of Arizona. This membership shall allow Members to have a voice and to vote on all Association business matters brought to the general membership

ADD:
Paragraph 2

If a hospital Auxiliary or Volunteer Service Department chooses not to join AAHV, any group of 3 or more volunteers from a given health-care institution may be recognized as a "volunteer group" and be eligible for membership. These groups will individually decide on the mechanism for raising or contributing the required full membership fee. This informal group will then represent that hospital's volunteers and will enjoy full membership benefits.

Paragraph 3

A healthcare volunteer who wishes to be involved in AAHV, but whose facility does not have a member Auxiliary, Service League or Department, or a "volunteer group" may apply for individual Associate Membership at a minimal annual fee. Because the individual would not be a representative of a larger group, he/she would not be able to vote or hold a

Board position, but could participate in AAHV in every other way.

REGIONAL CHAIRMEN REPORTS

Gene Martell - Central Region Chairman
LaVerne Williams, Southern Region Chairman

More information will be forthcoming, but mark your calendars, as meetings to be held are:

Central Region Meeting - Friday, September 18, 2009, hosted by Mountain Vista Medical Center, 1301 South Crismon Road, Mesa, AZ
Contact # 480-358-6689
skryn@iasishealthcare.com

Southern Region Meeting - Wednesday, September 23, 2009, hosted by Tucson Medical Center, 5301 East Grant Road, Tucson, AZ 85712
Contact # 520-324-5355
Volunteer.office@tmcaz.com

HEALTHCARE VOLUNTEER REPORTS

BANNER GOOD SAMARITAN MED. CENTER
Submitted by Joan Tucker

Since the dissolution of the Board structure at the beginning of 2009, and now operating as an all volunteer organization, we are continuing to do some pretty wonderful things for our hospital. Under the direction of our DVS, Kriss Proctor, there have been two quarterly meetings of our Volunteer Advisory Committee which have resulted in funding some large and some smaller ticket items for various areas of BGSMC

First Quarter Items:

- The Nurses Credentialing Breakfast was given a donation to defray some of their costs.
- A Blanket Warmer for the 11th Floor was installed.
- A leaf in memory of Bear, one of our Pet Therapy dogs, was purchased and will be

added to the hospital's Tree of Life wall just outside the chapel.

- Seventeen applications were approved for the Izzy Holgate Scholarship, for a total of \$60,000. Letters to the recipients of the scholarships were sent out by the Scholarship Committee Chairman, Nancy Baldwin.

Second Quarter Items:

- 33 TVs and supporting arms will be replaced in all the 11th Floor patient rooms as soon as they can be ordered and installed.
- Behavioral Health Unit will receive a flat screen TV, a Wii game with several discs and a ping-pong table. We also will be refurbishing a small waiting room by their office area.
- All of the baby warmers in the OB area need to be replaced because of a manufacturer's recall. The Volunteer Service League will replace some, if not all, of the warmers.
- We are waiting on a quotation to replace the upholstery of all the chairs in our Surgery Waiting Room with a more durable and cleanable material.
- The Service League's gift to our medical staff for Doctors Day 2009 is a flat screen TV for the Doctors Lounge.

Our Gift Shop, the source of our revenue, has been doing very well thus far in 2009. We are looking forward to as successful a year as last when we hit \$1,000,000 in sales. Our new manager, Arlene Lentz, is doing a fine job. She replaces Sue Slezak who is not Gift Shops Manager for the Sun Health Division of Banner Health in Sun City.

CARONDELET ST. JOSEPH'S HOSPITAL

Evelyn McLenna, Auxiliary President

The hot days of summer in Tucson result in many of our snowbird volunteers flying back to cooler temperatures, but in spite of the fewer number of volunteers working, we have still contributed an average of 3900 hours per month to St. Joseph's Hospital. Fortunately, a good number of junior volunteers have been working throughout the summer to help out.

comments regarding their work in each department. CGRMC is grateful to the departments who accepted volunteers this summer, because their support of these students helps recruit the healthcare workers of tomorrow.

CATHOLIC HEALTH WEST - EAST VALLEY

Chandler Reg. Med. Cent. & Mercy Gilbert Med. Cent.
Submitted by Amy Woodbeck

The Arizona Summer is sizzling, yet great activities, work and accomplishments continue to occur throughout the CHW-East Valley Volunteer Services arena. Our Summer Volunteering Program has been an outstanding success. Nearly 100 teenagers have volunteered all summer, gaining exposure to healthcare delivery systems and contributing greatly to the patients, families and friends of CHW-East Valley, as well as to the organization. They have learned CPR, participated in the Patient Feeding Program, worked in countless areas throughout the facilities, and have assisted with organizing, cleaning and taking inventory in our Gift Shops. This program has provided invaluable experiences for these young people and has made a difference in their community.

As we began a new fiscal year, we celebrated the induction of our new Volunteer Services Executive Board, as well as reflected on the accomplishments of the year gone by. As volunteers, we value our ability to provide direct, in-person support - we freely give of our time and energy. At the same time, we are blessed with the ability to raise money and use those funds to further the mission of Volunteer Services and the CHW organization. We proudly reviewed the projects, activities and equipment purchases we funded throughout the year. These included support to our Sewing Group and Pet Therapy programs, the Bereavement Rooms at both medical centers have been redone, and events like the Spina Bifida Bike Rally, a fundraising Golf Tournament, the CHW-EV Foundation's Gala and the Outreach Program Holiday Party received direct financial support. We purchased a new mascot costume for Frank the coyote, who brightens the days of pediatric patients at MGMC, and we installed a system at each medical center that plays Brahms lullaby each time a child is born. Stuffed animals, which are given to children who come to the ER, and suckers for the immunization clinics were funded to provide comfort to our very young

patients. We have sponsored mission work in Haiti and have supported the Wounded Warriors program. In addition, scholarships for young people attending college in preparation to enter the healthcare arena were awarded. Other equipment items were purchased, and a new software program for our Gift Shops was purchased and implemented. All in all, it has been a tremendous year!

Also, just a reminder - if you are interested in keeping up with all the great work going on at CHW-East Valley, you can access our monthly newsletter on-line. The current issue, as well as past issues of the Aloe Vera can be found at www.chandlerregional.org or www.mercygilbert.org.

COPPER QUEEN COMMUNITY HOSPITAL AUXILIARY

Submitted by LaVerne Williams

Copper Queen Community Hospital is celebrating 125 years of service to the community. Our first site was in a mine and we provided medical care to the miners and their families. Over the decades, our locations have changed and expanded, adding physician clinics, home health services and a cutting edge telemedicine program to make health care convenient and enhanced for everyone.

Our hospital's fund-raising efforts will include:

1. **Golf Tournament:** Golf - hole sponsorships, raffles, auctions, and other means to raise funds from friends and benefactors. Fund-raising efforts are underway. Celebrities attending include KVOA - Channel 4 Meteorologist Jimmy Stewart and Mystery Author J.A. Jance. Location: Turquoise Valley Golf Club at 9.a.m. Saturday, October 31, 2009
2. **Program on October 30, 2009 by J.A. Jance, Mystery Author.** Reading and book signing by J.A. Jance to support the fund-raising efforts for the digital mammography unit. Location and time to be determined

The CQCH Auxiliary is proud to announce that we will be donating \$4500 to this funding effort, and a ceremonial presentation of the donation will be part of the kick-off festivities on October 4, 2009.

Just a reminder that Author J.A.Jance also will be the guest speaker at the AAHV Conference in Tucson on Monday, October 26th - Tuesday, October 27th, just a few days before the CQCH Golf Tournament.

Last but not least, don't forget the September 23, 2009 meeting of the AAHV Southern Region at TMC in Tucson. See you all there!

MARYVALE HOSPITAL VOLUNTEERS, INC

Emalou Horton-George, President
Submitted by Wendy Enos

"Cool" isn't a word used much in the summer in Phoenix, but having a great staff of junior volunteers at Maryvale Hospital was nothing less than "cool."

These teens worked tirelessly morning till night, all over the hospital. Between June and July, they racked up more than 2100 hours...just amazing!

The junior volunteer program was coordinated by Andres Fernandez, assisted by volunteer Mary Parker. Mary jumped with both feet into volunteering, and has been a blessing to Maryvale Hospital. In July she even accepted an appointment to the Executive Board....thanks Mary!

MOUNTAIN VISTA MEDICAL CENTER

Submitted by Susan Kryn, Manager, Volunteer Services

Mountain Vista Medical Center volunteers gathered together on July 30, 2009 for an Ice Cream Social and quarterly Volunteer Services department meeting. The meeting topic was STAR Power and Patient Satisfaction, a subject expertly presented by Caroline Costello, Manager, Customer Service.

Caroline led the volunteers through a review of the chief components of Mountain Vista's customer service program, STAR Power: Service, Teamwork, Attitude and Accountability, and Responsiveness. Caroline congratulated the volunteers for the work they do every single day to positively impact patient satisfaction, and encouraged them to continue striving for excellence. After the presentation, volunteers divided up into groups based on service position categories: Lobby, Waiting Room, Patient Unit and Office. Each group explored STAR power components in light of their particular responsibilities and formulated one action step for the group to implement in the coming weeks and months. Lobby volunteers determined that a friendly

smile and greeting for each visitor, asking good questions to determine the visitor's need and a personal escort each and every time are the most important STAR qualities for their position. Waiting Room volunteers agreed that good two-way communication is essential, including proactive steps to keep the guests informed about what is happening. Volunteers assigned to Patient Units value immediate responsiveness, being present and available, and active listening. Finally, Office volunteers determined that even though they rarely interacted with patients, they would practice proactive, friendly greetings and offers of assistance to their regular customers. Mountain Vista staff. By assisting staff cheerfully, Office volunteers perform and model excellent customer service skills. Groups agreed that great communication skills are key for all areas alike.

Caroline's presentation and the group workshops challenged and empowered the volunteers to think outside the box when it comes to patient satisfaction, and to use the tools available through STAR Power to "Raise the Bar - Be a STAR!"

MT. GRAHAM REG. MEDICAL CENTER

Jeannine Carpenter, RN, MSN, CPHQ
Director Regulatory Affairs
Hospital Liaison for the Auxiliary

First, a little information about MGRMC Auxiliary: In the early 1970's Safford decided they needed to build a community hospital that would serve the residents of Eastern Arizona which includes, Safford, Thatcher, Pima, Ft. Thomas, Solomon, Duncan, Clifton and Morenci. The previous hospital was an old two-story hotel that had been remodeled to serve as a hospital.

A few of the local physician's wives and a community organization, the local Women's Club decided to put together a volunteer group whose mission was to assist in procuring needed equipment for the new hospital. The Auxiliary started out with approximately 20 members. The group has now grown to over 100 members.

The "Mission" of the Auxiliary is to provide in-house services by manning the switchboard, working with the front lobby concierge in greeting patients and directing visitors to the appropriate department. The Auxiliary also assists with the annual Health and Safety Fair. We also have an active Student Volunteer program for students in the nursing program, tech program, etc.

The biggest fund raiser is the annual "Christmas House" event. All the members donate items to be sold at the Christmas House and provide baked goods, candy, etc for sale also. This has always been a really fabulous fund raiser and the community members benefit from the medical equipment that the Auxiliary purchases with the money earned.

The Auxiliary is open to anyone, male or female that has some time on their hands and who wants to volunteer their time and talents. The Hospital is very grateful for the services and the equipment that the Auxiliary provides on a continuing basis.

We are looking forward to participating in the upcoming annual event in Tucson!

NORTHERN COCHISE COMM. HOSP. AUXILIARY.

Rachel Huber, Auxiliary President

Article written by: Mary Ulses, 2nd Vice-President

Summer Review

Even though things slowed down for the summer, our NCCH Auxiliary is proud of several accomplishments. We had a very successful "Christmas in July" sale along with a bake sale on July 17th. Thanks to funds from our "Go To Jail" fundraiser in the spring, along with funds from previous fundraisers, NCCH purchased and took possession of 24 new beds this summer. Auxiliary Members assisted at the NCCH Health Fair in July and will be helping out with other clinics in August.

We're especially happy to report the addition of two new volunteers!

SIERRA VISTA REG. HEALTH CENTER

Marlene Miller, Auxiliary President

Hello from Sierra Vista

Our Auxiliary is a little quiet, as we do not meet in July or August

However we do have some wonderful news about our Gift Shop. Thanks to our wonderful CEO, Margaret Hepburn, our Gift Shop has gotten a brand new look. New paint, shelves and so much more room. The colors are blue and yellow and it makes you feel good just to come to work!

We had a Christmas in July sale and we did pretty well. This is our first experience in doing this, so we might even try doing it again in September.

We are getting ready for our first "Friend and Fun Raiser", which will be in October. We

are reaching out to the community and letting them know just what the Auxiliary and Volunteers do. We will let you know how this turns out. Enjoy the rest of your summer!

SUMMIT REGIONAL MED. CENTER

Submitted by Peter Bellone,, President,SRMC
Volunteers

LEAVE IT TO THE VOLUNTEERS!

Summit Healthcare has been renovating for a few years now, and when the new Cafeteria opened it was great. Knocked the socks off the Volunteers Café Sandwich Shoppe and business was not too good. Soooooooo, don't you think DVS Gayle Pierce and her volunteer cohorts came up with a great idea; a specialty shop for fancy and delicious ice creams, shakes, malts and so many really good desserts. It is a great hit and the ladies working there don't have to bust their buns making food and cleaning up. Retraining by Gourmet Chef Gayle was a snap. You've got to love them....Way to go Vols!!!

TUCSON MEDICAL CENTER

Submitted by Ken Gayer, Auxiliary President

Greetings from the Tucson Medical Center Auxiliary. Our volunteers have weathered another summer. Thanks to all.

In our support of the Tucson Medical Center, the Auxiliary has improved our transportation services. There are now three new outside surreys and a new inside Courtesy Car. These cars provide a much needed service throughout the hospital complex.

We are also looking forward to hosting the AAHV Southern Region Meeting on September 23, 2009.....

The Communicator
Glenna Smith, Editor
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