

Consumers Name YRMC One of the Nation's Top Hospitals...

Yavapai Regional Medical Center was recently presented a Consumer Choice Award for 2008-2009 as one of the nation's top hospitals and a leading provider of quality health-care.

Each year, the National Research Corporation (NRC) identifies the best hospitals in more than 250 markets throughout the United States, based on a survey of healthcare consumers. NRC polled 200,000 households nationwide to determine which hospitals provide the best overall quality, have the best nurses, have the best image and reputation, and have the best doctors.



Of the 3,200 hospitals in the study, only 226 - including YRMC - received a Consumer Choice Award.

"This honor was only possible because of YRMC's great doctors, nurses, employees and volunteers, and the quality healthcare they provide to all of our patients," says CEO Tim Barnett.

"YRMC has dedicated itself over the years to providing the quality care that all of us would want in a time of sickness and need. This prestigious award shows once again that we have been successful in our efforts, and that the people we

serve recognize and appreciate that the YRMC name is synonymous with quality care."

The NRC, based in Lincoln, Nebraska, is a national leader in healthcare performance management. This is the 13th year that the corporation has named the top hospitals in markets throughout the U.S.

"Consumers continue to be empowered to make decisions for themselves and their families when selecting their healthcare facilities and services," says Ginny Martin, president of the NRC's Healthcare Market Guide Division.

"As care options multiply and consumer perception of quality grows in importance, dedication to providing a high level of quality healthcare becomes essential for hospitals," says Martin.

"These Consumer Choice Award winners exemplify the dedication it takes to provide quality healthcare in their communities, and we are pleased to honor them through the eyes of their patients."

The NRC's hospital survey is the nation's largest and most comprehensive study of its kind. No other study used to measure hospital performance and preferences contains more consumer responses. ♦

“The world is like a mirror, if you face it smiling, it smiles right back”

anon

“The Pulse”

is a bi-monthly publication of Volunteer Services of Yavapai Regional Medical Center 1003 Willow Creek Road Prescott Arizona 86301

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MVV Winners. . .

The MVV Award (Mission, Vision, Values) has been instituted to recognize volunteers who demonstrate a special understanding of how the Mission, Vision and Values apply to the daily volunteer routines. Selection of the winners is made by the all volunteer Advisory Committee.



Bettie Herbert (l) and Marna Becker (r) receive their MVV pins from CEO Tim Barnett.

Marna Becker - moved to Prescott from California with her husband, Leo, (a volunteer courtesy cart driver) in 1993 to retire, but shortly after they moved here they knew they weren't quite ready to retire, so they worked for 5 years. Marna worked at a bank and Leo was in real estate.

Finally in 1998, they did retire. They did some traveling and then decided they wanted to do some volunteering. They both started volunteering in 2000 and began at YRMC in 2002. Marna started out in the Mammography department and was there until she transferred to Human Resources department over two years ago. She says, "I really enjoy working with everyone in the Human Resources department and the varied duties I am involved with."

Marna has been married to Leo for 53 years, has 3 adult children, 2 daughters and 1 son, and eight grand children ranging in age from 27 years to 3 1/2 years. Their son moved to Chino Valley with his family 4 years ago and became a paramedic, so they are able to enjoy their two youngest grandchildren.

Marna's hobbies are traveling, walking, reading, painting and doing puzzles. She says, "I have loved Prescott from the moment we moved here and YRMC is a wonderful place to volunteer. I have been blessed with good health and hope to be able to volunteer for many more years to come."

Marna has contributed over 1,200 hours since she began her YRMC volunteer "career". She now serves as Chair for the Human Resource volunteers, and we so appreciate her always willing spirit. Thank you, Marna!

Bettie Herbert - better known as "Mama Bettie" - is one of our many California transplants. She attended business school in LA County and worked as a medical transcriber at the County offices in Lancaster. She did auditing and also spent 25 years in a resort area in California. She came to Prescott in 1990, and in 1992 Volunteer Direc-

continued on opposite page

Winners *continued from page 2*

tor Carm Staker welcomed Bettie to YRMC. Since Bettie had been a licensed MRT (Medical Record Tech) since 1972, assignment to the Medical Records Department seemed appropriate. She served there until 1997, when she moved to the Nursing Float Pool, working with "Tabby" Jackson. In December 2005 Bettie found her niche in Human Resources. She says, "I love everybody in there. I can't think of NOT volunteering. This is family for me, and I treasure the friendships I've made over the years here."

Bettie IS family, and in her nearly 17 years here she has contributed so much. She is rapidly closing in on 10,000 hours! We are so grateful to have her in our volunteer family at YRMC.

Congratulations, Bettie!

It is nice to note that both our winners this time came from the Human Resources department, where they value their volunteers so much that they turned out in force, nearly the entire department, to see Marna and Bettie receive their MVV pins from CEO Tim Barnett. That still wasn't enough, and they had the ladies back to the department for cake, cookies, flowers and a special recognition party!



Members of HR help recognize Marna and Bettie!



Bettie (l) and Marna with their roses and special HR recognition

Webpage Updated

Check out the updated Volunteer Services page on YRMC's webpage! With the great help of our IS department we've added links to info about our Complementary Therapies and the gift shops, and in addition, visitors to the site can click on a link to the Volunteer Services newsletter, "The Pulse", and read any of the issues since we began posting them electronically. We've also got a great new photo on the site - check it out!

Go to www.yrmc.org, then click on the Volunteer bar at the left of the page, and our Volunteer Services page will come right up. Links are in the yellow box near the top right.

*"The bubbling brook
would lose it's song
if you removed
the rocks!"*

anon



Althea with Barclay and her CVCTC award for Good Sportsmanship.

Congratulations to Althea on Award!

Althea Friedman was recently presented with the Good Sportsmanship Award by the Chino Valley Canine Training Club (CVCTC). Althea and her dog, Barclay, a wonderful boxer, are part of our PAWS Pet Visitation program and have been visiting patients (and staff and volunteers!) since 2005. Althea also recently passed the Delta Society evaluation with Darcy, her female boxer, and has begun visiting with her as well. We know Althea well enough to know this is a well-deserved award, but the CVCTC must think so too - Althea won it in 2006 as well! Our warm congratulations to Althea on this well deserved award!

The East Campus Page

Even though the winter weather here is nothing compared to the areas where I formerly lived, there is still a psychological lift to thinking about the approach of spring. The warmer temperatures, the new plant growth, chirping birds all lend itself to a sense of renewal.

It seems a fitting time to be having the reorientations, department meetings and customer service training. These opportunities to get together help to review and reinforce the procedures, policies, and commitment to patient satisfaction. They also provide a chance to get reacquainted with other volunteers that you might not see on your regular shift. Sharing of experiences and information help instruct and energize.

Your willingness to attend these various sessions demonstrates your commitment to your volunteering and desire to do the best job possible.

Just so you know, it is noticed and appreciated.

Ann Monroe

East Campus Factoids . . .

- The East Campus now has 350 staff members and 44 beds.!
- EC had 32000 visits last year!
- EC now has 11 dogs in their PAWS program. Patients, families and staff are grateful for their presence!
- * EC now has 2 Hospitalists.

T.E.A.M. AWARDS

Marilyn Scott

STAFF

Marilyn is one of the two volunteer chairs of the ED. She volunteers 2 mornings per week but willingly comes in evenings when training a new person requires it. Her "above and beyond" commitment is commendable and appreciated

Sammie Berry

STAFF

Sammie, while working at the Information Desk, remained calm and acted appropriately in calling medical personal to deal with a medical emergency in the lobby.

Darlene Edwards

STAFF

A special thanks to Darlene who, when working at the Information Desk, responded to an emergency in an appropriate and caring manner. While help was on the way, Darlene comforted the woman and kept her calm.

Natural Laws. . .

- **Law of Mechanical Repair:** After your hands become coated with grease, your nose will begin to itch.
- **Law of the Telephone:** When you dial a wrong number, you never get a busy signal.
- **Law of the Alibi:** If you tell the boss you were late for work because you had a flat tire, the very next morning you WILL have a flat tire.
- **Variation Law:** If you change lines (or traffic lanes), the one you were in will start to move faster than the one you are in now. (works every time)
- **Law of Close Encounters:** The probability of meeting someone you know increases when you are with someone with whom you don't want to be seen.

anon

Uniform Reminder. . .

YRMC has a dress code including uniforms for all volunteers, unless special arrangements have been made. It seems a reminder is needed that when you come to YRMC to serve as a volunteer, you need to be in uniform, with your badge visible at all times.

Remember, it's important for several reasons:

- identifies you as belonging where you are
- security
- tells others you are a volunteer here to help them
- professional image

Below is the Uniform and Dress Code section of your volunteer handbook reprinted for your review.

And please remember that the most important part of your uniform is your smile!

UNIFORMS AND DRESS CODE

All volunteer smocks, vests and T-shirts are provided free of charge.

FOR WOMEN:

Approved jacket, apron or smock and white blouse, or navy knit shirt worn over a white skirt or white slacks with white soft soled shoes.

FOR MEN:

Approved vest worn with a white shirt or navy knit shirt over white pants with white soft soled shoes.

FOR STUDENTS:

Approved T-shirt worn over white pants with white soft soled shoes.

FOR ALL:

Jeans ONLY if they are white! Scrubs also only in white, please.

In cold weather, official YRMC volunteer sweatshirts are allowed for some volunteers. Ask in the volunteer office if you have questions.

Special program volunteers such as P.A.W.S. team members and clowns have their own uniforms or costumes, which are covered in their special orientations.

EXPECTATIONS:

NEAT AND CLEAN uniforms, including shoes
Fresh and CLEAN PERSONAL HYGIENE. ◆

Thank you Yavapine Needles



For many years now, the Yavapine Needles have gotten together in their homes once a week to knit and crochet baby blankets, afghans, booties, sweaters and hats which are given to our patients, mostly the infants. Every new mom goes home with some brand new hand made items for her newborn baby. They are beautiful and so very appreciated, as the time, caring and love that goes into them is apparent in every item. We can't adequately thank the Yavapine Needles, as

well as the Arizona Telephone Pioneers who make Hug-A-Bears, and the Monday Club who sew walker bags, quilts and baby items and the individuals who also put their talented hands to work making things for YRMC patients. Your community spirit is inspirational! These are some photos of a recent Yavapine Needles

sewing meeting. Thank you Needles!

Another Reminder. . .

Apparently it's time for another reminder that the meal benefit while you are here is strictly for you alone as a volunteer working a shift. It has been reported to us that volunteers have been seen getting two meals then passing one to an employee or friend. PLEASE do not do this. It may seem a small concern, but when you multiply that times the hundreds of volunteers it quickly adds up to some real money. We would hate to have to consider stopping this benefit because too many are abusing it. Thank you!

New West Campus Volunteers.

Welcome to our volunteer family!

- Maria Aguilera
- Melissa Baras
- Sandra Bobbitt
- Tara Bohannon
- Linda Fancher
- Mary Fedo-Smith
- Wendie Evans
- Jerlynn Gjede
- Michael Hayden
- Savannah Johnson
- Earlene Landesman
- Jennifer Leguigan
- Stephanie Lundy
- Aayala Mandell
- Fatou-Oliver Mulamba
- Paulett Palladino
- John Peters
- Frank Postuma
- Patricia Price
- Sue Prueter
- Priscilla Rasmussen
- Sharon Rawles
- Gail Stewart
- William Stinnett
- Jonnie Stowe
- Marlow Walsh
- Kathryn Ware
- Richard Ware
- Alex Weber
- Donna Wygal
- James Wygal
- Linda Davidson

Pharmacy Facts

Did you know that one of your volunteer benefits is access to our outpatient pharmacy? Greg gave us some info recently to pass along to the volunteers about how YRMC provides that benefit for you.

For volunteers, they do a cost comparison between your cost under Medicare Part D (if you're eligible) and your discounted volunteer price, then fill your prescriptions whichever way is less expensive for you. For many of our volunteers, the savings is considerable, and in fact we've had volunteers tell us they can never quit volunteering because this benefit is so valuable to them! Seriously, this is one more way we strive to let our volunteers know how valued, appreciated and recognized they are as part of the YRMC team. We would not be who we are, nor could we do what we do, without the help of all the hours that over 900 of you contribute through your generous service. Thank you!!!!

In 2008 OP:

- filled 4,516 prescriptions for volunteers
- 2,696 were filled using the volunteer discount, with an average savings of \$15.10 per prescription = \$40,709.60 total savings
- 1,820 were filled using Medicare Part D

Our thanks also to Greg and his outstanding OP staff who take such good care of the volunteers, always ready to explain things or answer any questions. Thank you for your concern and caring!

Calling Our Teachers!

We're looking for educators or others interested in being part of a new program YRMC is sponsoring in our local schools. HealthTeacher is a comprehensive K-12 curriculum which provides opportunities for students to learn and practice behaviors that promote lifelong health. Teachers will find lesson plans, teacher information, visual aids, worksheets and activities to incorporate into their classrooms in an online format covering nine different topics:

- Alcohol and other drugs
- Anatomy
- Community and Environmental Health
- Injury Prevention
- Mental and Emotional Health
- Nutrition
- Personal and Consumer Health
- Physical Activity
- Tobacco

Curriculum is age specific and designed for children in Grades K-1, 2-3, 4-5, middle school and high school.

We're looking for volunteers who would like to help implement the program in our local schools. Initially they will learn about HealthTeacher themselves, and then will serve in a "Train the Trainer" role, helping teachers learn how to use the program. Once it's rolling, the volunteers will serve in a liaison role between the teachers/schools and the HealthTeacher support staff. We anticipate kickoff of the program for the start of the school year this fall.

If you're interested, please contact the Volunteer Office to get your name on the list so we can contact you when we begin planning implementation.

Watch for more information on this program coming soon from our Community Relations Department!

A Plea for Help from the Prescott Noon Lions Club

We received a request from the Prescott Noon Lions President Rich Savage and Contributions Committee Chairman Bob Hester recently, and we're helping spread the word - take your papers to the drop sites and help the Lions help us and our communities!

As you know, the funds to support organizations and the Noon Lions' good works are derived from their paper recycling project. The recycled paper is used for insulation and with the downturn in the new housing market there has been a reduction in the need for recycled paper and the price they are paid has been significantly reduced. The only way they can continue their contributions at their previous level is to increase the volume of paper they receive. They appreciate the opportunity to shred the private HIPAA protected paper at the hospital, but they could use our help in publicizing their need for more paper in correspondence and newsletters, as well as promoting it at meetings and with your friends and acquaintances. This would be greatly appreciated.

For more information on paper drop sites please visit their website at www.prescottnoonlions.org/

East & West Campus
Gift Shops

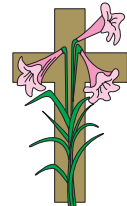
10% OFF COUPON
any single non-sale item

Valid through Aug. 31, 2009
One coupon per person please

Remember, there is no sales tax on gift shop items!

Calendar: April - May - June 09

April 07 - WC Reorientation -
Spruce Room
Anytime between
10 am and 2 pm



April 12 - Happy Easter!

April 19 - National Healthcare
Volunteer Day!

April 19-25- National Volunteer Week!

April 20* -WC New volunteer
orientation 8:45am -
3 pm, Spruce Room

* correction - previous news
letter stated April 18 in error

April 30 - Annual Volunteer
Recognition Luncheon
Prescott Resort
11 am - 2:00 pm



May 10 - Happy Mother's Day!

May 12 - Advisory Committee Meeting
4 pm, Spruce Room, WC

May 16 - Armed Forces Day
Thank a Service person!



May 18 - WC New volunteer
orientation 8:45 am to
3 pm, Spruce Room

May 25 - Memorial Day

June 14 - Flag Day

June 21 - Father's Day &
First Day of Summer!



T.E.A.M. Awards-Special Recognition

T.E.A.M. Awards go to the volunteers and others who do something special that makes a difference at YRMC. Special recognition goes to the following volunteers!

All Volunteers in Emergency Dept. 1st & 2nd shifts! STAFF

I cannot say enough about the wonderful contribution of our volunteers!! We enjoy the best volunteer group I have ever worked with from the East Coast to the West Coast of the USA. I was a traveler prior to YRMC

Volunteers in CVICU/PCU

I am doing pre QI on open heart surgery patients and a family wanted to say how impressed they were with our volunteers. We all are!! Thank you for all you do.

Frank Van Apeldoorn STAFF

Frank helps in several areas. He is always willing to give his time and energy to help support the hospital. He covered vacations for several weeks. We really appreciate his wonderful attitude and generous nature!

Waldo Bennier STAFF

Waldo graciously took on the project of making a transport platform to move our piano, He spent numerous hours planning and working to construct a safe and reliable trolley. We really appreciate his talent and time to help YRMC.

Dorothy Bessette VOLUNTEER

She was very helpful to us one Monday morning when we needed to find several locations.

Leo Becker STAFF

Leo is always willing to help us, and offered his knowledge of courtesy carts to improve our program. He gives extra time to support the team. We really appreciate all he does!

Grace and Bill Corley STAFF

Bill and Grace are "super" volunteers, always willing to help out. In the bad weather when we were short handed, they pitched in to cover two areas. They are both so giving and generous. We really appreciate them.

Diane Clevenger staff

Diane has been a wonderful asset to our volunteer team. She accepted a chair position and has been extremely dedicated and efficient and always willing to go the extra mile!

Rosemary Hoeft STAFF

We appreciate Rosemary putting in extra time for our jewelry fund raiser. Rosemary is a willing and reliable worker. I appreciate her positive attitude.

Joe Hubbs STAFF

Joe accepted the chair person position for courtesy cart, and he is continually working to strengthen the team and make us move more efficiently. His willingness and cooperation are great benefits to the volunteer team

George Koepke VISITOR

He took us to the area we needed to get to and put us at ease with a smile!

Phyllis Lupescu VOLUNTEER

Phyllis substitutes at the desk. She is so willing to help whenever she is called and is wonderful to work with!

Barbara & Ed Lyle STAFF

Barbara & Ed have put together extra *File of Life* supplies during their volunteer shift at the front desk on a weekly basis for many weeks. Their willingness to put them together

has been so helpful! They've always been good natured about this task.

Betty Mateko STAFF

Betty is a new volunteer Ambassador and is already making an impact in this role. A patient requested a return visit and stated that she appreciated her kindness. She is thoughtful with her visits and is considerate of their well being.

Deanna Melendez STAFF

Deanna recently did the payroll deduction and came in and worked an extra shift for our Books R Fun event. We appreciate her extra effort to help us when we needed it.

Maggie Nowlin PATIENT

A patient compliments Maggie on directing her to the MRI where she had to disrobe and how well it was handled.

"Oopsie" the Clown VISITOR

We loved "Oopsie". She cheered us all up and was most welcome!

Michele Oglesby STAFF

Michele stayed late in the ICU waiting room to attend to a family in distress. She demonstrated quality service by offering them refreshments and acting as a liaison between staff and family.

Mariann Ohlson STAFF

Mariann has put together extra *File of Life* supplies during her volunteer shift in ER on a weekly basis for more than a month. There has been an increased demand for the *File of Life* and Marian has been more than willing to help keep these stocked for presentation.

T.E.A.M. Awards-Continued

John Range

STAFF

John volunteered consecutive days training new volunteers for the snack carts and filling in for absent volunteers. With his assistance the cart was staffed for several afternoons which was new and a delight for many staff and guests in the hospital.

Marcie Raney

STAFF

Marcie is such a help! In addition to buying, stocking and inventorying the cards, she came in and helped with the jewelry sale and she recently arrived at 5:45 a.m. (!) and spent the whole day for our *Books R Fun* event. Before that she scheduled the volunteers to help. She puts in many extra hours. It is volunteers like Marcie that keeps the Gift Shop in business.

Dottie Souther

VISITOR

She got me where I needed to go for what I needed to get.

Fred Souther

STAFF

Fred was driving the courtesy cart when he noticed a car running with two children inside. He notified security and stayed with the children until the family arrived. He is a wonderful asset to our volunteer family.

Joyce Spitz

STAFF

I appreciate Joyce coming in and working an extra shift an extra shift for the Christmas jewelry sale. Joyce is a very patient and enjoyable volunteer for the Gift Shop!

Judy Terrio

STAFF

Judy assisted with a large data entry project entering email addresses for our volunteer distribution list. She was accurate and thorough and finished this project quickly. This has enabled us to improve electronic communication with our volunteers.

Gloria Toft

STAFF-

Gloria has subbed in the Gift Shop for many years. We would be lost without her. She is always smiling and happy. The customers love her. She worked our jewelry sale before Christmas. We appreciate her!

From Ellen Benson, Training Director, after a recent T.E.A.M. training for new employees..

Another traveler RN told this story of why she decided to sign on as a seasonal RN at YRMC. She was vacationing in Prescott from Boulder, Colorado and decided to wander into the YRMC lobby. A volunteer picked up on the possibilities of a potential nurse and made a tremendous effort to connect her with Linda Robinson, who was then able to successfully engage the RN in the employment possibilities. Thanks to the quick thinking of the volunteer and Linda Robinson's immediate response, this new RN is enjoying a position at a place she thinks is, "just great."

Another instance mentioned by Ellen was where a very ill patient was too far away to hear the harpist playing. This NA asked Luana to move a little closer to his room. "She did more than that, she went into the patient's room and played for over 1/2 hours just for him."

Phyllis Troutt

STAFF

Phyllis always goes above and beyond what is expected of her. She works many extra hours for the Gift Shop. I appreciate her coming

in about 6:30 a.m. to help with our recent jewelry sale and also for the *Books R Fun* sale. Phyllis is always ready to help out for special events in addition to working her usual shift.

Maggie Weaver

STAFF

Maggie went the extra mile to contact *materials management* when a vendor came to check in. She was unsure if he could check in on the 2nd floor, or if he could go the the ER. She confirmed, politely, if his actions were acceptable. Great job in taking accountability.

Susan Weddle

STAFF

Susan is always so willing to help. When we were too busy to get into the holiday spirit. Susan decorated our office and spent a lot of time making our environment warm and cheerful.

Maryellen Williams

STAFF-

Maryellen trained volunteers in a new area of volunteer service for the ICU-west waiting room. She was helpful in getting the volunteer station set up. She exhibits a kind and gentle persona with her work with the families, too.

*Good times
become good
memories.
Bad times be-
come good
lessons.*

**YRMC Volunteers – the heart
of health care!**

**Please join
YRMC Volunteer Services
for our**

**for our *Annual*
*Recognition Luncheon***

Thursday, April 30, 2009

11 am

The Prescott Resort

**Come See What's New This Year –
We've added some fun!**

Invitations to follow. . .



An Angel's Kiss

*We go through life so often
Not stopping to enjoy the day,
And we take each other for granted,
as we travel on our way.*

*For in your pain and sorrow,
an Angel's kiss will
help you through.
This kiss is very private,
for it is meant for only you.*

*We never stop to measure,
anything we might miss.
But if the wind should
blow by softly,
you'll feel an Angel's Kiss.*

*A kiss that is sent from Heaven,
a kiss from up above.
A kiss that is very special,
from someone that you love.*

*So when your hearts are heavy
and filled with tears and pain,
and no one can console you,
remember once again. . .*

*About the ones you grieve for,
because you sadly miss.
And the gentle breeze you
took for granted,
was just an Angel's Kiss.*

annon

In Memoriam

Les Heinen



Volunteer Les Heinen

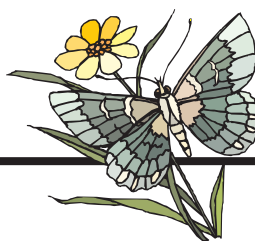
We are greatly saddened to let you know of the passing of longtime volunteer Les Heinen. Les and his wife, Martha, have been part of our volunteer family since 1984, accumulating thousands of hours and years of service before their health forced them to give up active volunteering. Les contributed 1000's of hours tracking and tabulating the hours for all our volunteers for many years, and provided us with constant updates on volunteer stats for inhouse, student and off campus volunteers, as well. Martha served in the gift shop, for many years holding the record for most hours given by a volunteer, at nearly 18,000 hours. Les, and his memory will stay with all of us who knew and loved him.

Charlotte Flahive



Volunteer Charlotte Flahive

We are very sad to report to you Charlotte's passing in January at age 98. Charlotte was the first "Director" of Volunteer Services at YRMC, and in the late 1980's she was instrumental in convincing the then CEO that managing volunteers was a profession, and volunteer services should be a department of the hospital. She ably directed the department as it grew, always striving for a more professional image and new ways to provide volunteer service. She was a delightful lady, and in her 98 years had many experiences the rest of us would call "adventures!" She remained sharp, active and involved—an inspiration to those of us who came after her. She will be sorely missed.





Volunteer Services
Yavapai Regional
Medical Center
1003 Willow Creek Rd.
Prescott AZ 86301

NON-PROFIT ORG.
U. S. Postage
PAID
Prescott, Arizona
Permit No 317

April 19 to 25 is National Volunteer Week!

Why Be a Volunteer?

**It's not for the money, it's not for the fame
and it's not for any personal gain.
It's for the love of the fellow man.
It's just to lend a helping hand.
It's just to give the tithe of self.
That's something you
can't buy with wealth.
It's not the medals worn with pride,
it's just for that feeling deep inside.
It's that reward down in your heart.
It's the feeling that you've been a part
of helping others far and near
that makes you a volunteer.**

Author unknown

