

# The Pulse

Yavapai  
Regional  
Medical  
Center

Volunteer Services Newsletter

July-Aug-Sep 2010

## Annual Volunteer Recognition Luncheon. . .

**A**pril is National Volunteer Month, and there were many things going on at YRMC to celebrate our wonderful volunteers! Special recognition lunches, baked goods, parties, gifts, these were some of the things various



Biggest turnout ever

departments did to make their volunteers feel appreciated.

Capping the celebrations was our annual recognition luncheon at the Prescott Resort on April 15. If you missed this one, you really missed quite an event! It was a baseball themed party and we literally had a ball! Nearly 500 people joined in for 9 innings of food, festivities and fun, including a wonderful lunch, major league prizes donated by the Arizona Diamondbacks, everyone singing "Take Me Out To The Ballgame" and doing the "wave" for each honoree, distribution of cracker jacks during the seventh inning stretch, and to cap it all off, entertainment by Administrators and the Volunteer Department staff to close the show.



Prizes and cracker jacks – Batter up!

Feedback has been 100% positive – we keep hearing it was the best event we've ever had! Special Recognitions this year were given to **West Campus Volunteer of the Year Bobbie Bigus, East Campus Volunteer of the Year Jim Grubb and Sandy Zinn-Martin Award Winner Bettie Herbert**. Read more about these in the accompanying article.



Playing for Prizes

Top Hours and Years of Service recognitions went to **Dorothy Kalabus** with 29 years, and **Bettie Herbert** with most hours with 10,324. Our congratulations and gratitude go to these most accomplished and special people who contribute so much to making YRMC what it is. Thank you!

See more photos and stories inside. . .

*“Life is not the way it’s supposed to be, it’s the way it is. The way we cope with it is what makes the difference.”*

*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.**



Left to right: CNO Mardy Taylor, Marty Mecca, Phyllis Sylvester and CEO Tim Barnett

**Phyllis Sylvester** - came to YRMC as a mailroom volunteer in 2000. Since she volunteered for several years in the San Diego area it was the most likely place in the Prescott community for her to lend a helping hand.

Born in Carmel, CA but moving soon after with her family to San Diego, Phyllis attended local schools and worked as an office manager for a local manufacturing company. It was in San Diego that she met and married Lou, her life mate of 50 years. Their careers and activities kept them in San Diego but their leisure time was spent in their “get away” place on the Colorado river just outside of Yuma, where they enjoyed boating, fishing, skiing and hiking together.

In 1989, after Lou’s retirement, they moved to Prescott. Once settled, their thoughts turned again to Arizona’s waterways and they bought a place on Lake Powell near Page, where they continued to enjoy outdoor activities until Phyllis lost her husband.

She continues to work in the hospital mail room and recently assumed the duties of Chairperson. She is also a trained volunteer in the Emergency Department, where she serves on a substitute basis. However, her community involvement doesn’t stop with hospital work, She stays very busy with The Questars, a local preservation and restoration organization that raises funds for Prescott preservation projects and will be serving as their President in the near future. She is also active in a local political organization. And a long time member of her neighborhood community, Phyllis is always ready to assist a neighbor in need, whether it be to take them to a doctor or store, fix a clock or light, feed a pet or just “be there” for conversation. *“Phyllis has completed over 1300 hours at YRMC, but even more, she contributes her delightful smile, caring attitude and cheerful heart for which we are so grateful!”*

**Marty Mecca** - moved to the Prescott area inn 2004 and began volunteering at YRMC in July of 2007 in the Emergency Department. She enjoys the interaction she has with the medical staff and the patients that come into the department. Whether it’s room prep, stocking supplies, making coffee, maintaining the nourishment stations,

*continued on opposite page*

## Winners *continued from page 2*

paperwork, running errands or assisting with patients, Marty feels that her four hour shift on Saturday mornings has been time well spent. This isn't Marty's first time volunteering. She worked with the Orange County Sheriff's Office in raising funds for the deputies killed or injured in the line of duty. She was Chair of the Relay for Life in Garden Grove CA for two years and was the Disaster Action Team Chair for the American Red Cross in Santa Cruz County, and is a volunteer with Big Brothers/Big Sisters here in Yavapai County. Marty most recently has been honored with the President's Volunteer Service Award.

Marty is in business for herself working part time doing warranty claims for automotive dealerships and represents the manufacturer in consumer dispute resolutions.

Her activities outside the hospital include her two children, a lot of volleyball playing, playing with her three dogs, tennis, bowling and hiking.

*"Marty is now a two time MVV winner, having won the award the first time in 2008. She is currently serving as the Emergency Department Chair, and we're thankful she shares her time with us."*

**Jim Robak** - Jim and wife Doris moved here from Minnesota 12 years ago and they both enjoy volunteering in many organizations. They have no children - just dogs, and have a pup named Maggie Mae.

Jim owned his own business, Marco Business Products, in Minnesota for over 20 years. He's always been involved with non-profits and volunteering and after retiring and moving to Arizona in 1998 he served as Executive Director of the United Way from 1999 to 2007. He joined YRMC in 2007 and presently volunteers in the Endoscopy Department, delivers the Main Vein, and is Chair of the Volunteer Training area.

Jim says, "Though I work with many different places, YRMC stands above all due to the culture and the "family" feel. Every day you meet people you learn from and share stories that make you feel good. You really do make difference in people's lives and in your own! The volunteers at YRMC are truly a special breed who care about each other as much as they care about the patients. A special opportunity for me is helping train new volunteers and to see their excitement in joining our team. They are increasingly more diverse in their backgrounds, age and interests which is a true benefit for ev-

everyone. I find it very rewarding."  
*"Jim is also a great cribbage player and loves chocolate, and keeps very busy with tennis, golf and hiking. Jim has given YRMC over 800 hours. We appreciate his dedication to YRMC and his many gifts and talents. Thanks, Jim."*

**Sharon Schmidtke** - was born in Detroit, MI. She attended Henry Ford Community College and then went to work for a very interesting establishment in Dearborn - the Henry Ford Museum and Greenfield Village. She took part in various special events including Country Fair and Old Car Festival, entailing dressing in costume for the era and role playing in activities such as butter churning during Country Fair and socializing with patrons admiring the beautiful old cars.

After her first visit to Arizona in 1980 she decided to leave the Midwest and move to Phoenix, knowing she would like the much warmer, sunny climate, however she was definitely homesick leaving her parents and siblings. Shortly afterwards she met Dan Schmidtke and was ready to make Arizona her home. They married in 1984. She has three step-children and seven step-grandchildren. Eventually all of Sharon's siblings with the exception of one sister eagerly moved to Arizona with their families.

Sharon worked for Harris Bank in Scottsdale as an Investment Officer for 25 years. After reaching that milestone in March 2007 she decided to retire and at the



Left to right: Jim Robak, CNO Mardy Taylor, Sharon Schmidtke, previous winner, Jane Jackson and CEO Tim Barnett

# Special Recognitions & 2009 Honorees

The annual announcements of our special recognitions are made at the Recognition Luncheon each year for the previous year. Our honorees for 2009 are profiled below. Once again, our most sincere thanks and congratulations to these wonderful people who serve at YRMC.



WC VOY Barbara (Bobbie) Bigus

**Bobbie Bigus** - 2009 West Campus Volunteer of the Year.

Bobbie has served as a YRMC volunteer for over 20 years and accumulated nearly 5000 hours of service. More important has been the *way* she has preformed that service, which is what sets her apart and earned her this award. Bobbie's file is full of TEAM awards and notes of appreciation written by patients, visitors, family members and fellow volunteers. Bobbie serves with compassion and a ready smile - quiet, soft-spoken, helpful and caring, courteous, willing to go the extra mile - these are the words used over and over to describe Bobbie.

She came to us after retiring from a career as an RN, and has a long history of service in her 20 years with us. She has served in surgery, 4th floor, Resource Desk, Mammography and Car-

diac Cath Lab, and she now volunteers at both campuses, at west in Cath Lab and at the Del Webb Outpatient Center at east, serving as Chair of our Mammography volunteers.

*"Bobbie and her husband, Jack, also a 20 year volunteer, have dedicated years to YRMC, and we're delighted and proud to recognize Bobbie's outstanding service and honor her as our West Campus Volunteer of the Year."*



East Campus VOY Jim Grubb (l) with Campus Volunteer Manager Ann Monroe

**Jim Grubb** - 2009 East Campus Volunteer of the Year.

Known mostly for his humor, Jim Grubb is very serious about putting into action all the YRMC values. He is helpful, friendly and very willing to serve whenever and wherever needed. He does his best with whatever task he undertakes, and always with a sense of fun and humor. Jim goes by "Og" which he admits stands for "Old Geezer", a title of which he is very proud.

Jim has served as a cart driver,

at the Information Desk and other areas based in the East Campus lobby, and still is available to substitute when needed, but his primary assignments are as an escort twice a week and doing the "Eastsider", the East Campus volunteer newsletter.

Coming to YRMC after a career as a civil engineering consultant and mining engineer, he also volunteered as a Boy Scout leader, as a coordinator of local Emergency Management in Texas and on a trail building crew for the Forest Service after coming to Arizona. His wife, Dot is a volunteer in the East Campus gift shop. Jim works in his wood shop and pursues his interest in photography when not volunteering, and is currently building an 8 inch reflecting telescope for stargazing.

*"Obviously Jim is a man of many talents, and we're proud to honor him as our East Campus Volunteer of the Year for 2009."*



*"Happiness is contagious. . . When you reflect happiness then others around you catch the happy bug and are happy, too."*

*Jennifer Leese*



Sandy Zinn Martin Award winner Bettie Herbert (l) with HR Director Mark Timm

**Bettie Herbert** - 2009 Sandy Zinn Martin Award Winner.

This award was created in honor of a most amazing volunteer who gave so much of herself to YRMC, and was an example of what going "Above and Beyond" means. Sandy was lost to us in a car accident in 2001 on her way home from volunteering. Her loss sparked us to create this award to recognize someone who, like Sandy, goes "above and beyond" in their service and dedication. This year's honoree is Bettie Herbert, who has been a YRMC volunteer for over 17 years. She has served in medical records, utilizing her skills after a career in that field, the Nursing Float Pool and currently she serves in Human Resources, where she is affectionately known as "Mama Bettie". Well known and beloved around the hospital, we are proud to honor Bettie as our 2009 Sandy Zinn-Martin Award winner. It is also our pleasure

to honor Bettie as our currently active volunteer with the most hours, which totaled 10,324 at the end of 2009!



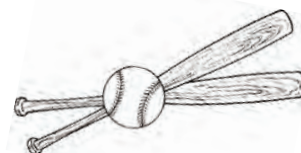
Ray Roller Memorial Chaplain of the Year Award Winner John Lamon

**John Lamon** - has a long history of service as a volunteer chaplain at YRMC, beginning in 1995 and accumulating over 1,000 hours serving the spiritual needs of our patients, family members, staff and fellow volunteers. John always has a wonderful story to tell or a joke to share, and give him a podium and he will come to life sharing anecdotes and funny tidbits. He's been committed to attending meetings of the pastoral care chaplains over the years, as well as serving as the Chaplain of the Day, on call around the clock, to ensure any who needed his counseling or spiritual ministry received it. He worked closely with Rev. Roller, Director of Pastoral Care for 25 years, to build our commitment to provide spiritual care to all at YRMC who needed it. Rev. Roller would have been pleased and proud that the first recipient of the Chaplain of the Year award was John Lamon.



Dorothy Kalabus - 29 years!

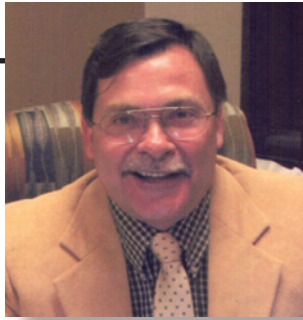
The volunteer with the most years of service is **Dorothy Kalabus**, who reached the milestone of 29 years in 2009! Dorothy has served at the lobby Information Desk all these years, directing people, answering questions and giving the best possible greeting to all those entering our front doors. She is an outstanding example of a dedicated YRMC volunteer, and we're so pleased to recognize and honor her for her years of commitment to YRMC



*A thought. . .*

*"When the door of happiness closes, another opens, but often times we look so long at the closed door that we don't see the one that has opened for us."*

*anon*



Glenn Miller

Welcome to Glenn Miller, our new Director of Chaplain Services. Managing the chaplain programs at both campuses, Glenn comes to us after 15 years of ministering from the pulpit, and previously served as the Hospice Chaplain for YRMC's hospice program.

Born and raised in Allentown, PA, he received his religious schooling at the International University in Columbia, SC and at the Northwest School of the Ministry in Seattle, WA. Glenn and his wife, Stacy, have 6 children; three of whom are still at home and two of whom are married. He had a variety of jobs before entering the ministry including working in a steel mill, doing construction work and being an insurance agent.

Glenn's hobbies include motorcycling and competitive power lifting, a sport in which he holds world and state records. Since our Chaplain Services also is staffed by volunteers, we have much in common and we look forward to working closely with Glenn in his new role!



**MVV Winner Sharon Schmidtke** *continued from page 3*

same time leave Scottsdale and move to Prescott. Her plan was to obtain a fun, part-time job but nothing too stressful. After inquiring about volunteering at YRMC she decided she would give it a try and in May 2007 she became a volunteer in Human Resources. She really enjoys utilizing her skills, working with the HR staff and assisting the employees.

With Sharon's daily schedule now much more flexible. . .she enthusiastically enjoys going to the gym and has a passion for all types of dance. She regularly attends Zumba classes at both the gym and Yavapai College. Her focus is to stay healthy, physically fit, travel and enjoy her "golden years".

*"Sharon has contributed over 500 hours as a YRMC volunteer, and we're so grateful she chose us to give of her time and talents! Thank you, Sharon!"* ♦

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## Communicating With Our Patients

### Video Sign Language Interpretation Carts. . .

When we have a patient that is Deaf or Hearing Impaired and can use sign language, we will be able to connect via the internet to a Sign Linguist. It is basically a computer and a screen on a cart specially designed for connecting to the internet Sign Language Interpretation site and can be used in any of our hospital service areas. The patient will be able to communicate easily with our physicians and staff without waiting for a Sign Linguist to physically come in.

### Language Communication. . .

YRMC uses *CyraCom Interpretation Service* for language interpretation and translation. When assisting Limited English Proficiency patients use the "blue phones". These phones will connect you and our patients with a Language interpreter. A phone should stay with the patient

during the entire hospital stay. YRMC also has staff that may be available to assist our patients with language communication.

### Heard of Hearing Amplified Phones. . .

YRMC has available two Amplified phones, one at each campus. These "white Amplified phones" (with big numbers on the receiver) can be used when a patient is hard of hearing as a replacement to the phones in the inpatient rooms.

At West Campus contact the operator to check out the Amplified phone. At East Campus contact the Nursing Supervisors to check out the phone.

Contact Information Systems Help Desk if there are any problems with any of these devices or phones.

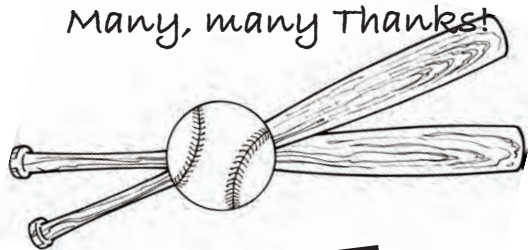
Contact Nancy Milner 771-5688 with questions or suggestions.

## New West Campus Volunteers. . .

A warm welcome and thank you to all who have joined our YRMC volunteer family!

- Sonya Amend
- Christina Ames
- Kristin Anthony
- Judie Argo
- Thomas Bassett
- Spencer Bertoch
- Patti Blackwood
- Dean Boyd
- Terri Boylan
- John Brooks
- Wanza Brune
- Amber Chasteen
- Jane Cheek
- Isabella Colaianni
- Marissa Del Prado
- Marty Dyer
- Dale Eucaris
- Ehien Falk
- Barbara Gentle
- Cheryl Goodfellow
- Timothy Gordus
- Anthony Jackson
- Anna Jensen
- Kristen Hughes
- Annette La Chance
- Gretta Larson
- James Lewis
- Julie Madeira
- Joseph Magrath
- John Maldonado
- Pam Mathison
- Brooke McNally
- Diane Morris
- Carol Patton
- Melissa Phoenix
- Ann Pickrell
- Barbara Rither
- Paul Roseberry
- Dorothea Stamaris
- Jean Stephenson
- Carolyn Stout
- Ray Thompson
- John Paul Travis
- Mindy Van Oudenhoven
- Marianna Watson
- Gordon Wentz
- Raymond Wicus
- Roberta Winker
- Richard Witt
- Ann Yurkiewicz

Many, many Thanks!



East & West Campus  
**Gift Shops**

**10% OFF COUPON**  
any single non-sale item

Valid through November 30, 2010

One coupon per person please

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

## Calendar

### July - September 2010

July 04 - Happy Independence Day!

July 19 - WC New volunteer orientation  
8:45am - 3 pm, Spruce Room

Aug 16 - WC New Volunteer Orientation  
8:45 am - 3 pm- Spruce Room

Aug 26 - WC Reorientation - Spruce Room  
Anytime between 10 am and 1pm

Sep 06 - Happy Labor Day!



Note: No Advisory Committee meeting in July

## Proverbs for 2010

1. *Never be afraid to try something new. Remember amateurs built the Ark, Professionals built the Titanic.*
2. *Conscience is what hurts when everything else feels so good.*
3. *Politicians and diapers have one thing in common. They should both be changed regularly and for the same reason.*
4. *In just two days, tomorrow will be yesterday.*
5. *Time may be a great healer, but it's a lousy beautician.*
6. *Brain cells come and brain cells go, but fat cells live forever.*
7. *Life not only begins at forty, it begins to show.*
8. *You don't stop laughing because you grow old, you grow old because you stop laughing.*  
anon

# Annual Recognition Luncheon



Phyllis Sylvester gets cracker jacks!



Prize Winner Shirley Koch



Musical hats for prizes!



Donated Stitchery made by our Monday Club Sunshine Stitches, Yavapine Needles, Hug-A-Bears and individuals



Administration getting into the baseball spirit



# April 15, 2010 – Prescott Resort



The Wave!



Put Me In, Coach!



Prize Winner, Pat Paterik!



Sandie—seventh inning stretch



Your Volunteer Services Staff – 2010!

## 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!**

**Marlene Beasley** (from staff)  
Marlene deserves a T.E.A.M. award for her contribution to the gift shop. She is always willing to sub, and does, several times a week, in addition to her regular shifts. She came in again when we needed her for the "Books R Fun" sale.

**Judy Besser** (from staff)  
Judy recently changed her volunteer schedule to accommodate our needs in the Volunteer Services Office. What began as short term ended up lasting for a longer period of time. She came in early and often stayed late to assist us with our tasks. Even though we encouraged her to leave when her shift was over, she remained to finish projects. She also covered the desk several times when staff were away from their desks and was able to cover the phones and the walk-in traffic proficiently. We appreciate her professionalism and willingness to serve. Thanks, Judy!

**Dorothy Bessette** (from Staff)  
Dorothy has been positive and supportive of all of the remodeling efforts at the Information Desk. Her willingness to embrace the changes, to remain upbeat with temporary work space changes, and to work around the remodeling crews has been wonderful to observe. Thanks Dorothy -it is much appreciated.

**Dottie Blackman** (from Staff)  
Dottie was a gift shop volunteer who chose to give up the volunteer luncheon so that we could have a special fund raising jewelry event. Dottie makes a positive impact and makes a difference in the gift shop and we appreciate her dedication.

**Joe Clyne** (from Staff)  
Joe recently did a "patch job" on one of our courtesy carts which will hold over until a repair can be made. Joe is always conscientious with his service and goes above and beyond his responsibilities often. We appreciate all you do for us, Joe. Thank you!

**Coletta Considine** (from staff)  
Coletta came in to volunteer during really bad weather. We really appreciate her dedication to YRMC and our patients.

**Larry Cunningham** (from staff)  
Larry came in twice in really terrible weather to make sure the hospital mail was delivered. Thank you Larry for your excellent service. Larry is also willing to help out when we are shorthanded and frequently responds to last minute requests. We so appreciate him!

**Linda Davidson** (from staff)  
Thank you Linda for filling in at the last minute to hand out paychecks on 1/28/10. That was a HUGE help. It was very much appreciated!

Linda also came in to volunteer during our horrible weather. She now has added two new areas of service. She is volunteering in the newly created position in the Advanced Wound Care Center and also has been trained as a sub for phone coverage in the Human Resource Department. Her dedication to YRMC and our patients is greatly appreciated.

**Freddi Davis** (from staff)  
Freddi has been positive and supportive of all the remodeling efforts at the Information Desk. Her willingness to embrace the changes, to remain upbeat with temporary work

space changes, and to work around the remodeling crews has been a pleasure to witness.

**Jean Dennison** (from Staff)  
Jean recently came in at 3:00 a.m. (!) to cover in the PEDS unit. Her willingness to come in at that time of the morning is extraordinary. Jean consistently is gracious with volunteer requests and this service demonstrates her kind and generous spirit. I know the staff in this unit and the patient's family appreciated her service.

**Seymour Dicker** (from staff)  
Seymour has covered the Physician's Referral service from home on several occasions when other volunteers were unable to keep their scheduled shift. His willingness to do this assured continued service for our callers. Thanks much, Seymour. . .you continue to perform in an "over and above" capacity so often.

Seymour also came in during bad weather. Our patients appreciate this service and we appreciate him!

**Richard Drake** (from Staff)  
Richard recently added a new area of volunteer service. He is volunteering in a newly created position in the Advanced Wound Care Center. His willingness to serve in this new area of service and to accommodate this need is appreciated. Thank you, Richard!

**John Drott** (from Staff)  
John, as an ambassador, made sure our patients got a visit. He drove down to YRMC during very bad weather to serve others. Thank you, John.

**Jerlynn Gjede** (from staff)

Jerlynn went out of her way to make sure that one of our pet partners visited a patient recently. This visit greatly helped the patient; Jerlynn's ability to determine what the patient needed and finding a way to fill that need is so valuable.

**Vivian Hines, Rose Ohanesian, Ellen VonBrentano**

(from a volunteer)

I would like to thank these three ladies I have worked with on Wednesday afternoons for the last two years. I have learned so much from them. We work so well together. I look forward to another year.

**Cheryl Goodfellow** (from Staff)

The week of April 18, Cheryl worked 4 additional shifts as well as her own shift. We were able to keep the Gift Shop open 3 evenings and 1 Sunday because of Cheryl's willingness to help. Thank you so much, Cheryl.

**Joe Hubbs** (from Staff)

Joe took the initiative to test out our new cart heaters for the Courtesy Carts. He spent a number of hours on his own time to learn how they worked and to put together guidelines for their use.

He also did a test run for visitors and gave us feedback on their use. As the Chair for this area of service, he is always willing to assume additional tasks. Thanks for all the "extras", Joe.

**Lynette Hungerford** (from Staff)

Lynette recently added a new area of volunteer service. She was trained as a phone coverage substitute in the Human Resources Department. This demonstrates her commitment to her volunteer service.

**Jane Jackson** (from Staff)

Jane offered assistance on the Information Desk when we were short handed due to the stormy weather. We appreciate her willingness to

help support our patients and their families.

**Barbara & Ed Lyle** (from Staff)

Barbara and Ed drove from Chino Valley during our stormy weather to volunteer on the Information Desk. Their service is greatly appreciated by our patients and staff. Thank you both for going above and beyond!

**Maggie Nowlin** (from a volunteer)

Maggie in Escort went way out of her way to help a very distressed wife of her extremely ill husband. She was both very professional and compassionate. She got the job done, and more! The woman came back later and asked us to thank Maggie for all she did for them and to let everyone know how great she was!

**Milly Norman** (from Staff)

Milly recently started volunteering in a new area of service, working with the Dietary Department to assist patients with their meal choices and to help with the patient satisfaction survey process. She worked with staff and another volunteer to help refine the process. Her willingness to participate in this way was greatly appreciated. Thanks much, Milly!

**Bert Mitchell** (from Staff)

Bert purchased some drawer organizers for the 3rd floor and worked on improved organization for supplies that are regularly monitored by the volunteers. We appreciate her going "above and beyond" to help in this area, Thanks much, Bert!

**Amy Odell** (from Staff)

Amy recently added additional duties to her volunteer service. She now assists in the CVICU department by stocking nourishments and other supplies. Our volunteer who trained Amy stated that she is very willing and thorough and further commented on her wonderful commitment that is evident in her service.

**Marianne Ohlson** (volunteer)

Marianne was working in ER when my husband came in for treatment. I was working my job as a mail person and she found me after a search to tell me. My thanks!

**Joan Parrott** (from volunteer)

Joan is a VERY dedicated volunteer. She comes in on Fridays (even on Christmas!). She is tireless, always nice to staff, patients and visitors. She's a treasure!

**Gail Pennington** (from Staff)

Gail agreed to assist with the Oshi Bori pilot project. She has been helpful in providing valuable feedback to staff. Her kind demeanor is a natural fit while she is offering this service to staff. We appreciate your willingness to participate in this new area of service. Thanks, Gail.

**Marcie Raney** (from Staff)

Marcie deserves a T.E.A.M. award for coming in at 6:00 am to work in our "Books R Fun" special event. This was after she had worked her regular night shift. Marcie is so very appreciated for all her work in the YRMC Gift Shop.

Also, Marcie didn't attend the volunteer luncheon because she chose instead to oversee our special jewelry sale. The room for the sale was booked last August and couldn't be changed. Without our special volunteers the fund raising jewelry sale would have to have been canceled!

**Peg Rhodes** (from Staff)

Peg has worked many hours and years in the Gift Shop. We appreciate all the time she has given to make the Gift Shop a success. Recently she worked extra hours on our clearance sale.

**Brenda Rosa** (from Staff)

Brenda graciously assisted with the

T.E.A.M. continued from page 11

Snack Cart at the last minute when one of our volunteers was unable to keep their shift. This isn't her area of service and her willingness to help out was greatly appreciated.

Thanks much, Brenda!

**Phyllis Sylvester** (from staff)

Phyllis continues to offer her time in training and filling in as we need help. She is a fantastic volunteer and a real delight to work with. We love her!

**Shirley Smith** (from Staff)

Shirley came in to help us with our special event: "Books R Fun". Shirley helps out the Gift Shop with all the subbing she does. We appreciate all her effort towards making the Gift Shop a success.

**Carol Stimple** (from Staff)

Carol has been wonderful helping with an extra, our Health Teacher Information program. She is always so willing to accommodate our requests. We are so blessed to have her as part of our volunteer team.

**Phyllis Troutt** (from Staff)

Phyllis chose to forgo the volunteer luncheon so that we could have our special fund raising event. The jewelry sale rooms have to be booked so far in advance that we didn't have the date of the volunteer luncheon. When we received the date it was too late to change. Phyllis is a volunteer who makes a difference!

**Katie Ware** (from Staff)

Katie will be working with the Dietary Department to assist patients with their meal choices and to help with the patient satisfaction survey process. She worked with staff and another volunteer to help refine the process and her willingness to participate in this was greatly appreciated. Thanks, Katie!

## Volunteer Fun Feature

For this issue's "Fun Feature" we're doing something focusing on knowing your fellow volunteers a little better. All of the professions below are ones done by YRMC volunteers - your job is to match the job with the volunteer who did it! It's fascinating some of the careers our volunteers have had - here's your opportunity to show how much you know about your fellow volunteers, or guess who might have done what if you don't know! Submit your answers to the Volunteer office at either campus, and we'll announce the winners in a future issue. Have fun!

- |                                    |                                    |
|------------------------------------|------------------------------------|
| 1. Airline Pilot                   | a. Carol Stimple                   |
| 2. Ballerina                       | b. Scott Pickart                   |
| 3. "Rosie the Riveter" WWII        | c. Peg Sperling                    |
| 4. USPS Mail Carrier               | d. Tracy Baker                     |
| 5. Physician                       | e. John Miller                     |
| 6. Hand Model                      | f. Sue Cholewa                     |
| 7. Secretary for Chicago Bears     | g. JL Magrath                      |
| 8 Kindergarten Teacher             | h. Jim Grubb                       |
| 9. Comedy writer                   | i. Jim Townsend                    |
| 10. Army diesel mechanic           | j. Gene Manzer                     |
| 11. Minister                       | k. Bryan Stamp                     |
| 12. Director, Missile operations   | l. Vivian Hines/<br>Lorraine Davis |
| 13. Registered Nurse               | m. Elaine Power                    |
| 14. Mining Engineer                | n. Gunnar Ohlson                   |
| 15. Ford Motors Service Director   | o. Barb Clayton                    |
| 16. High School Coach              | p. Shirley Koch                    |
| 17. Detective                      | q. Ken Wiley                       |
| 18. Professional Poker Player      | r. Steve Walden                    |
| 19. Ballplayer - Yankees farm team | s. Marvin Johns                    |
| 20. Pest exterminator              | t. Coletta Considine               |

## Complaint Handling Process

**All volunteers PLEASE follow these steps when you're confronted with a patient/family member/visitor who has a complaint. This is the approved process and should always be**

- |   |  |
|---|--|
| 1. Determine which department the complaint concerns and contact them <b>FIRST</b> , regardless of whether the person is demanding to see the CEO, etc. | updated roster is provided to the Info Desk, and/or you may call the Volunteer Svcs office to ask.   |
| <b>Use the Complaint Roster</b> to determine whom to call. An   | 2. If you are unable to reach the appropriate department Staff member, <b>THEN</b> call the Administrator On Call, using only the number provided on the Admin |

## Trivia Quiz Winners

In the last newsletter there was an oldtime trivia quiz and quite a number of you submitted your answers. We're happy to announce the winners were ARLENE BRIGHT for those who got their newsletter via email, and PENNY REED for those who got theirs via US mail. Each was first to return the quiz with 100% correct, and they will receive a gift certificate to our gift shop – congratulations! Thanks to all who participated, and here are the correct answers to the quiz!

1. **What builds strong bodies 12 ways?**  
D. Wonder Bread
2. **Before he was Muhammad Ali, he was...**  
G. Cassius Clay
3. **Pogo, the comic strip character said, 'We have met the enemy and...**  
B. He is us
4. **Good night David.**  
A. Good night Chet
5. **You'll wonder where the yellow went...**  
G. When you brush your teeth with Pepsodent
6. **Before he was the Skipper's Little Buddy, Bob Denver was Dobie's friend...**  
D. Maynard G. Krebs
7. **Liar, liar...**  
C. Pants on fire
8. **Meanwhile, back in Metropolis, Superman fights a never ending battle for truth, justice and...**  
F. The American way
9. **Hey kids! What time is it?**  
C. It's Howdy Doody Time
11. **Bob Dylan advised us never to trust anyone**  
D. Over 30
12. **NFL quarterback who appeared in a television commercial wearing women's stockings...**  
C. Joe Namath
13. **Brylcream...**  
G. A little dab'll do ya
14. **I found my thrill...**  
G. On Blueberry Hill
15. **Before Robin Williams, Peter Pan was played by...**  
B. Mary Martin
16. **Name the Beatles...**  
G. John, Paul, George, Ringo
17. **I wonder, wonder, who..**  
D. Who wrote the book of love?
18. **I'm strong to the finish...**  
B. Cause I eats me spinach
19. **When it's least expected, you're elected, you're the star today...**  
A. Smile, you're on Candid Camera
20. **What do M & M's do?**  
F. Melt in your mouth, not in your hand.

on Call schedule. Please **DO NOT** call their other/ personal numbers if you happen to know them. Use the numbers provided.

3. **Call Administration at extension 5676 ONLY.** Don't call other numbers. The staff there will be able to determine whether the Administrator is on campus, or in meetings that should not be disturbed, and will know who else to get to help the complaint, none of which we can know.

4 If you are completely unable to find help using the above steps, call the Volunteer Office and ask for assistance.

Thanks for your cooperation.



### Check it Out!

Have you checked our Volunteer Services page on YRMC's internet web page? Links have been added 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.

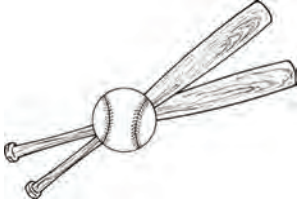
Go to [www.yrmc.org](http://www.yrmc.org), then click on the Volunteer bar at the left of the page, and our Volunteer Services page will come right up. Links are in the yellow box near the top right.



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

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**Our Annual Awards  
Luncheon Issue  
Photos Inside!**



**Why Be A Volunteer**

**It's not for money, it's not for fame, it's not  
for any personal gain. It's just for love of 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 for medals won with pride; it's not for  
that feeling deep inside. It's that reward down  
in your heart; it's a feeling that you've been a  
part of helping others far and near that makes  
you be a **VOLUNTEER!****

anon