

# The Pulse

Yavapai  
Regional  
Medical  
Center

Volunteer Services Newsletter

July -August - September 2011

## Annual Volunteer Recognition Edition...

April is National Volunteer Month and capping the celebrations was our annual recognition at the Prescott Resort on April 25<sup>th</sup>. If you missed this one, you really missed quite an event! It was a Hollywood themed party and it was universally deemed the best one we've ever had!



Biggest Turnout Ever!!!



Sue and Sue ("Lucy") greet arriving volunteers

Greeted on the walk of fame, honored VIP volunteers were met by interviewers in gala dress, as well as stars such as "Lucy" and "Scarlett O'Hara" in full regalia, right down to the curtain rod still in the gown made from the famous drapes of Tara. After a quick costume change into tuxedos, Administrators and the Volunteer Department staff entertained over 500 people with a choreographed (sort of) dance routine before lunch and the rest of the program. There were several first run movies, including a videotaped message from Mardy Taylor who was on vacation in Bora Bora, a moving highlight featuring the film "Seabiscuit" and a finale featuring volunteers in famous films through the ages. Prizes included gifts of all kinds, and grand prizes were certificates for dinner and a movie. Everyone present was treated to movie candy while they watched the films.



Lynnel "Scarlett O'Hara"

Special recognitions this year were given to **West Campus Volunteers of the Year Don Danielson and Esther Houston, East Campus Volunteer of the Year, Shirley Koch, Chaplain of the Year Diane Crews and Sandy Zinn-Martin Award Winner Carol Stimple**. Read more about these special people in an accompanying article.

Top Hours and Years of Service recognitions went to **Dorothy Kalabus** with 30 years, and **Bettie Herbert** with most hours with 10,819. 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 like a coin, you can spend it any way you wish, but you can only spend it once”*  
anon

**“The Pulse”**

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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.



MVV winners Richard Drake (l), Carol Stimple and Linda Davidson with CEO Tim Barnett (r)

Linda Davidson – was raised in Riverside California. There she met and fell in love with the Associate Pastor at the First Congregational Church and married at a young age. Being a Pastor’s wife taught her the importance of confidentiality, which she has found

to be fundamental in her volunteer work at YRMC. After serving churches in Wellesley, MA, Appleton, WI and Lakewood OH, they moved back home to CA and set up a religious education publishing business. For over 30 years they published a monthly magazine, *Church Educator*, and over 200 Christian education books. Linda edited them all and worked with their authors and subscribers.

They moved to Prescott nearly 20 years ago when they visited friends who had retired to “the best place on earth”. They packed up their household, business and family members and relocated. They started EMI Printworks, which their son, Mark, runs now, though Bob and Linda help out as needed. Their daughter, Cheryl, lives in CA and has Linda’s only grandchild, Ava, whom Grandma Linda hopes to visit more frequently.

Linda enjoys reading, gardening and sewing. Working at the Human Resources reception desk, she is sometimes able to work on a baby quilt in the quiet times, which she then donates to the Birthing Center. Linda also interviews volunteers and then writes the “Spotlight on Volunteer” articles featured in the *Main Vein Hospital Newsletter*.

After volunteering in several different positions in the hospital, Linda is currently doing filing in HR on Tuesdays and is at the reception desk on Fridays. Linda says, “The HR staff is the greatest! They are so helpful and supportive, it’s a joy to work with them. I’m happy to be part of their team.”

*“Linda joined YRMC in March of 2009 and has contributed over 600 hours since then. We are so blessed to have a lady of her many talents at YRMC. Her positive outlook and sunny disposition are a great example of an outstanding volunteer. Thank you, Linda!”*

*continued on opposite page*

## Winners continued from page 2

**Carol Stimple-** is that rare breed—a native born Prescottian! She was raised on a cattle ranch that is now Stoneridge and Prescott Country Club. She graduated from Prescott High School and Arizona State University.

Carol has always loved children, and she knew at an early age that she wanted to be a teacher. She taught primary grade students for 36 years in the public schools and 10 years at American Lutheran preschool. She has taught many of the local kids including lots of YRMC employees, and then their children through the years. Carol met her husband, Sam, while they were both teaching in Santee, CA. They have one son.

Carol started volunteering at YRMC in 1991 and in her 20 years here has worked at the surgery desk, the mammography department, the Information Desk and has served as an escort. She currently serves as the Chairperson for the Information Desk volunteers. When YRMC began offering “Health Teacher”, a comprehensive school health curriculum to the area schools, Carol and Sam took the lead and visited schools to present the concept to teachers, showing them what a resource the program could be in teaching health to local students. The program offers education on 9 content areas defined by the National Health Education Standards, including such topics as Nutrition, Physical Activity, Tobacco, and Alcohol and other drugs, mental and emotional health, hygiene, etc. and is geared toward different age groups as appropriate from grades K – 12.

Carol has enjoyed volunteering at YRMC. She loves helping the people who come into the hospital. She likes the friends she has made, and she admires the way the administration and staff show their appreciation to the volunteers.

*“Carol is much too modest. She has a long list of accomplishments including being recently named the Sandy Zinn–Martin Award winner for 2010, an honor bestowed each year on the volunteer who most goes above and beyond in their volunteer service. She also recently was selected as an MVV award winner, making her a two-time recipient of that award. She has contributed over 7500 hours to YRMC, but her best gift is her delightful smile and her always cheerful manner!”*

**Richard Drake** - was born and raised in in Woonsocket, Rhode Island, and found his retirement sanctuary in Prescott in 2001, after spending a number of years in Connecticut and California. Richard is a 1967 graduate of the University of Rhode Island and attended Suffolk Law School in Boston Massachusetts before Uncle Sam said, “We want you.” During his 30 year business career, Richard was a CEO of a number of privately held companies, finally retiring from a California based technology corporation in 2003.

The decision to move to Prescott with his wife, Susan and their eight cats involved a number of considerations, not the least of which was the availability of sound medical care. This factor turned out to be most important since in 2009 Richard suffered some significant coronary problems, and with the aid of a terrific medical staff and facilities at YRMC, he was able to continue a nice retirement. As a way of thanking YRMC for “another chance” and giving back to the community, Richard decided to volunteer at the hospital.

Currently, Richard is involved in three hospital programs; new volunteer orientation training, the Advanced Wound Care Center and the Mended Hearts program. which began at YRMC only a few months ago. Mended Hearts is a program geared to heart patients and features visits by volunteers who have also had cardiac problems, who share their experiences and offer the heart patient an opportunity to not only share their concerns but also to see that a healthy life can go on after heart trouble.

Richard says, “In all cases, the volunteer activity has been more gratifying than anyone could imagine. It is said that it is better to give than receive, but as a YRMC volunteer. we only give our time, but we receive so **much more satisfaction** when we’re able to bring a smile or a sense of optimism to an ailing patient.”

Outside of his volunteering activities, Richard is an avid golfer who says he is “still awaiting any kind of satisfaction from the golfing efforts!”

*“Richard has contributed over 300 hours and recently has been in the hospital nearly every day with his various duties. We are so appreciative of his generous nature and willingness to help others, Thanks Richard!”*



## Special Recognitions & 2011 Honorees

The annual announcements of our special recognitions are made at the Recognition Luncheon each year for the previous year. Our honorees for 2010 are profiled below. Once again, our most sincere thanks and congratulations to these wonderful people who serve at YRMC.



East Campus VOY Shirley Koch (c) with East Campus COO John Amos and Volunteer Manager Ann Monroe (r)

**Shirley Koch** - 2010 East Campus Volunteer of the Year started to volunteer at YRMC West in 2004 and in these seven years has amassed over 2500 hours. She transferred to East Campus when we opened in 2006 and has served in several different positions. She currently volunteers twice a week – one day at the Information Desk, the other as an Escort. In fact, she and her husband are co-chairs of the Escorts and they consistently come to the Advisory Committee meetings. The thing about this volunteer that is “above and beyond” is her willingness to help for any extra assignment that arises. Need a volunteer for the early hours of the blood draw. she’s there, need a volunteer to sub in Administration, she signs up to help. Her even temper and pleasant ways are so recognized and appreciated. In keeping with the Hollywood awards theme, the Screen Actors Guild Awards are the only ones where the winners are selected by one’s peers. That is what this award is, too. The

volunteer of the year is someone whom others have seen in action and think is worthy of this recognition. So the East Campus Volunteers have selected Shirley Koch as the volunteer of the year,



WC VOY Don Danielson

**Don Danielson** – 2010 West Campus Volunteer of the Year came to us from California, as so many of our volunteers do. He served in the Air Force before beginning a 30 year career teaching high school students. He has volunteered for several agencies, including People Who Care, the Red Cross and Juvenile Justice, and joined us in 1997, serving first as an Ambassador, going room to room visiting patients, and then transitioning to the cardiac cath lab. His wife also joined YRMC as a volunteer working at the Resource Desk and Endoscopy. Don’s file is full of Team Awards all saying glowing things about him, his service and his commitment to YRMC and the people we serve. Some of what has been said:

*“Dan really enjoys serving people and is sensitive to their needs. His commitment and integrity are stellar.”*

*“Don is an excellent conversationalist and has a wonderful sense of humor, both traits that help to put people at ease in what can often be a tense setting. His personality truly enhances the service provided for our patients.”*

*“Don is always willing to take a double shift to provide coverage when needed, always willing to come in to sub. . .true commitment.”*

Don always steps up to assist with special projects, as well, including the Capital Campaigns, Keeping Kids Healthy and Grand Opening Events, whatever we need, Don is always there with a smile. Don Danielson represents what a YRMC volunteer is – committed, dedicated, caring, always ready to serve others, We are extremely pleased and proud to award Don Danielson with our 2010 Volunteer of the Year Award!

*You can always return to a friend, like going back to a special place, finding the same warm feeling untouched by time and distance*

anon



WC VOY Esther Houston with Volunteer Services Director Lynnel Walters

**Esther Houston** – 2010 West Campus Volunteer of the Year is the closest thing to a native you can get without actually being born here. She was raised in the Prescott area and is a proud “Badger Babe”, having graduated from Prescott High School.

She comes from a medical family, her mother having been a nurse at the County Hospital before opening the first Yavapai County Clinic in the 1940’s. She followed in those footsteps and became an RN herself, and spent the years working for various doctors in the Phoenix area and raising twin boys. She and her husband returned to Prescott in 1982, where she eventually retired from working in local doctor’s offices and “went to the dogs”, joining YRMC as a volunteer as one of our charter members of the PAWS, Pets Are Warm Support program, with her beloved Australian Shepherd, Rosie. She has always been the most dependable, consistent, and dedicated to the PAWS program team member. She and Rosie come every Thursday and as her Team Award says, she will stay until she’s sure that anyone wanting a visit from a therapy dog receives one. She is always a participant in our evalua-

tions for new teams, coming in on Sundays to do that for us. When she added a younger Australian Shepherd to her home, she began coming in on Fridays with Katie, so that many more people receive a warm and furry visitor.

Esther is the embodiment of a caring YRMC volunteer, always thinking of others and extending herself to bring caring and concern to people. Her love for her animals and her willingness to share that with others makes her the special volunteer that she is. We are so proud to present the 2010 Volunteer Award to Esther Houston



Ray Roller Memorial Chaplain of the Year Award Winner Diane Crews with Pastoral Care Director Glenn Miller

**Diane Crews** is the second Chaplain to receive the Ray Roller Memorial Chaplain of the Year Award, which was awarded in Ray’s memory last year for the first time. Diane joined us in July of 2008 and has contributed over 800 hours. She and her husband, Jim, are both Chaplains for YRMC, and she has been instrumental in fostering communication between the Family Birthing Center and the Chaplains, as well as forming a bereavement team for FBC patients. She serves as a volunteer in the FBC outside of her Chaplain role, as well, stocking refrigerators, replenishing supplies and making ice

packs. She served as Chair, trained new FBC volunteers and oversaw the volunteer presence there. Diane humbly accepted the honor but was quick to add, “As a chaplain it has been a joy to share with those who are hurting....being able to integrate the role of the chaplains in the birthing center has been a special privilege. I know this is not an award that just recognizes me, but is an acknowledgment of the great work that all the chaplains do.”



CEO Tim Barnett with SZM Winner Carol Stimple

**Carol Stimple** – 2010 Sandy Zinn-Martin Award Winner. The SZM “Above and Beyond” Award was established after the loss of a very special volunteer in a car accident in 2001. Sandy was a volunteer who found many special ways to go above and beyond in her service, and each year we select another volunteer who exemplifies those same characteristics to honor in her memory.

This year’s SZM Award winner has a long history of giving back to her community, having been a teacher for many years, touching so many local young children’s lives. She will reach a milestone of 20 years as a YRMC volunteer this summer with over 7,500 hours to her credit, and has served in numerous areas includ-



ing as an escort, doing tours, and the information desk, of which she now serves as the Chairperson, overseeing the activities and schedule for over 30 volunteers who serve there. She has also been the guiding force in the Health Teacher program, going into the schools to educate teachers about the resources for teaching health that that program, sponsored by YRMC, makes available to them. She always responds with a “yes” whenever we ask anything of her, and her smile and cheerful attitude set her apart and make her the perfect choice for this year’s Sandy Zinn-Martin Above and Beyond Award. We are so proud to honor Carol Stimple.



Betty Herbert (l) with HR Director Mark Timm (r)

**Betty Herbert** 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 Betty”. Well known and beloved around the hospital, Betty is our currently active volunteer with the most hours, which totaled 10,819 at the end of 2010!



Dorothy Kalabus (r) with Nancy Thomes

The volunteer with the most years of service is **Dorothy Kalabus**, who reached the milestone of **30 years** in 2010! Dorothy has served at the lobby Information Desk for 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.

***Believe In Yourself***

*You are your greatest asset  
there is nothing you can't do.  
No one can keep you from  
dreaming, only you can stop  
them coming true. Your achievements  
are determined by the  
desire you possess. Believe in  
who you are. Believe in what  
you do. It's not a quirk of fate,  
it's strictly up to you.*

*anon*

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

T.E.A.M. Awards go to volunteers and others who do something special that makes a difference at YRMC.

**Jeanne Frederiksen** (from staff)  
In addition to working her regular Saturday shift, Jeanne came in at 6:45 am to work for four hours during our *Books Are Fun* special event. The hospital earns extra money from these special events and so it is very important that we have them. Over the years Jeanne is always willing to work whenever we need her. We appreciate her commitment to the gift shop,

**Mary Lou Hazard** (from staff)  
Mary Lou in addition to working her regular shift came in for an extra shift and worked the *Books Are Fun* special sales event for the gift shop. Mary Lou is always willing to go beyond what is expected of her when it comes to helping us extra when we need her. We are fortunate to have her working in the gift shop with us.

**Lenora McAvoy** (from volunteer)  
You are doing a great job, missy. Fun to have you here.

**Roberta Winker** (from family)  
Roberta asked Mr. Quay about his food choices and he requested mashed potatoes and gravy, He praised the mashed potatoes and soft carrots he had. It made his day. Thanks!

**Emma Paradise** (from staff)  
Emma has volunteered for many years at YRMC. She is a special addition to the gift shop. Emma is always willing to work extra when we need her such as our recent *Books Are Fun* sale. Whenever I need a sub or any one for extra work, Emma is always a willing person to come in and fill in We are very appreciative to have her,

## Calendar: July August & September 2011

Jul 04 – Happy Independence Day!



Jul 11 – WC Reorientation – Spruce  
Room 10 am – 1 pm open entry

Jul 18 – WC New volunteer orientation  
8:45 am – 3 pm, Spruce Room

Aug 15 – WC New Volunteer  
Orientation - Spruce Room  
8:45 am – 3 pm



Sep 05 – Happy Labor Day!

Sep 13 – WC Advisory Committee  
Meeting- Spruce Room, 4 pm

Note: No Advisory Committee  
meeting in July

## YRMC Receives Grant Award from Komen Foundation!

Thanks to the efforts of Donna Hannah and Lisa Taylor Skutnik, YRMC's Lymphedema Management Program has received an \$18,558. grant award from the Phoenix affiliate of the Susan G. Komen Breast Cancer Foundation. The grant money is to be used for compression therapy, rehabilitation, education and emotional support for low and middle income women with breast cancer related lymphedema.

Donna Hannah, board certified lymphedema and occupational therapist with over 10 years of experience in lymphedema management and over 30 years of clinical experience, provides patient education, community outreach and education, a support group and individual case management to breast cancer survivors suffering from lymphedema. We are proud to say that Donna is the only lymphedema therapist in Yavapai County – YRMC is fortunate to have Donna's expertise right here at home!

Donna, Peter Brennan and Ann Reynolds, representing the YRMC Foundation, were warmly welcomed into the Komen-Phoenix Affiliate family at an awards luncheon in Phoenix last month. We are so pleased to form this relationship with the Komen Foundation as we look forward to the opening of YRMC's BreastCare Center this fall. We hope to have the support of Komen for years to come in the areas of breast cancer education, screening and treatment. We are also planning to partner with Komen in educating women in our communities about the importance of annual screenings, as well as breast cancer treatment options and breast health overall.



East & West Campus  
**Gift Shops**

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

Valid through November 30, 2011  
One coupon per person please

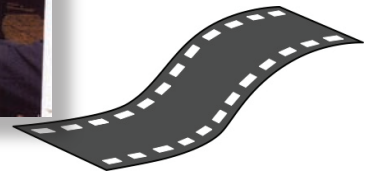
**There is no sales tax on gift shop items!**



# Annual Recognition Luncheon



"One Singular Sensation" - ADCO members kick line



Prize Winner Barbara Wisler-Waldock



CEO Tim Barnett distributing movie candy



Nancy greets arriving Greg & Nancy Piehl



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



# April 25, 2011 — Precott Resort



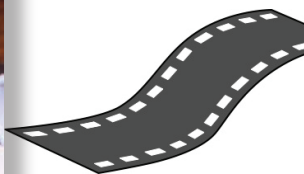
Peg Rhodes, winner, and Lorilla Hook



Luana and friends



Prize Winner



Snack cart folks



EC Shredders



HR Director Mark Timm and CEO Tim Barnett flank volunteer services staff



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## Our Annual Awards Luncheon Issue



Photos  
Inside!



### Volunteer's Creed

Though my troubles and my worries  
are sometimes all that I can see– still I always  
must remember life's not only about me.

Other souls are also hurting and I know it's  
God's plan to reach out and help another –  
to extend to them my hand.

With this purpose as my focus–to be a comfort  
to a friend–all my troubles and my worries seem  
to fade out in the end.

It is one of God's true lessons–how my walk is  
meant to be–true happiness I find when life's  
not only about me.

Tom Krause

