

The Pulse

Yavapai
Regional
Medical
Center

Volunteer Services Newsletter

October/December 2007

For Personalized Care...One Heart At A Time



The HEART CENTER at YRMC

We are pleased and proud to announce that **The Heart Center at YRMC** has opened at Yavapai Regional Medical Center West in Prescott, after several years of planning and development. It provides local heart patients with an exceptional level of care, while sparing them and their families the time and inconvenience of having to travel elsewhere. The YRMC reputation for excellence in healthcare now extends to **The Heart Center at YRMC** - a state-of-the-art cardiac care and surgery program with highly qualified physicians and a specially trained staff providing multiple heart healthy services, including:

- Adult Cardiothoracic Surgery
- Cardiac Catheterization
- Laboratory and Angiography
- Interventional Radiology (IR)
- Cardiopulmonary Services
- Cardiac Rehabilitation
Preventive Medicine
(Pendelton Centers)
- Vascular Surgery
- Critical Care Services

Dr. Tibi and
Cardiac Staff
at YRMC

Says Tim Barnett, CEO, "YRMC is extremely pleased to offer the services of **The Heart Center at YRMC** to area residents - and we feel particularly fortunate to have nationally recognized cardiac surgeon Pierre R. Tibi, M.D., leading the new program. Dr. Tibi's reputation and qualifications are impeccable. His presence alone vaults **The Heart Center at YRMC** into the top tier of Arizona cardiac surgery programs."

Dr. Tibi who joins us as Medical Director of Cardiothoracic Surgery, adds, "Yavapai Regional Medical Center has worked diligently and has done an extremely meticulous job of building its heart program. We have recruited many experienced nurses, the entire team is highly trained, the equipment and technology is leading edge, and the operating rooms are the best. **The Heart Center at YRMC** is definitely first class."

You may receive a free brochure on **The Heart Center at YRMC** by calling (928) 771-5686r



*How wonderful
it would be to see
angels where there
were only clouds.
How sad it would
be to see only clouds
where there were
angels.*

anon

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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.



CEO Tim Barnett (l)
with MVV Winners
Mabel Brown and
Seymour Dicker

Seymour Dicker and his wife, Judy, moved from New York City to Prescott in 1998, retiring after Seymour’s 35 year career as a trial lawyer in the areas of insurance liability, personal injury and medical malpractice defense law. His degrees include a Bachelor of Arts from New York University, and a Juris Doctor from Brooklyn Law School. Since becoming a resident of Prescott, Seymour has been active in many volunteer organizations, including serving as an Arbitrator for the Yavapai County Superior Court. At the present time, in addition to his services for the hospital in the Physician’s Referral Service, Seymour serves on the Foster Care Review Board Removal Review Program of the Arizona Superior Court and will shortly be completing five year’s service as President of the Timber Ridge Home Owner’s Association, where Seymour and Judy live here in Prescott. Seymour’s leisure interests include opera, classical music, travel, reading and pistol target shooting.

Seymour joined us after having surgery here and being so impressed with the care he received.

“He has taken on tremendous extra hours at the drop of a hat to help staff Physician’s Referral Line during the time the Chairperson was on leave. Thank you, Seymour!”

Mabel Brown was born in Sheboygan, Wisconsin. After graduating from Central High School she worked as a secretary at Kohler Co. Plumbing Ware firm for 15 years. In 1963, she and her husband, Ronald, decided to move where it was warmer weather. They ended up in Phoenix and she got a job as a secretary for the Valley National Bank, where she worked 10 years. After two years of being a housewife, she decided to go back to work and worked as a secretary for

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Winners *continued from page 2*

the State of Arizona in the Commerce Department. She worked there another 15 years until she was able to retire in 1992. They bought a mobile home in Prescott and for 7 years lived there in summer and Phoenix in the winter. In 2001 they moved to Prescott permanently. Mabel has various volunteer jobs, People Who Care, usher at the Yavapai College Performance Hall and at her church, but she has enjoyed volunteering in the YRMC Endoscopy Dept. (formerly the Resource Desk) for 6½ years. She hopes to continue for another 10!

"We hope Mabel continues on and on – we see no need to retire in her future we need her! Thank you, Mabel!"



CEO Tim Barnett (l) with
MVV winners George
and Jeanne Frederiksen

Jeanne Frederiksen was born in San Antonio, Texas, the youngest of twins. She was married in 1949 and raised two daughters. She trained as a nurse, and as a medical laboratory technician and X-ray technician in a hospital in Morenci, Arizona. She has lived in several places, but retired (for the 2nd time) with her twin in Prescott 11 years ago. She started volunteering in 2000 in the school system and had worked primarily with the 2nd and 4th grades in both Taylor Hicks and Miller Valley Schools. She began volunteering at YRMC in 2002 and has always worked in the gift shop. How did a little girl from Texas meet a crazy Dane? In the gift shop, of course; it's all Martha Heinen's fault! She and George were married in 2003. Jeanne has four grandchildren and awaits greats eagerly. She enjoys giving back to the community she lives in where ever she is and feels very honored to have been chosen by her peers for this award.

George Frederiksen was born in Copenhagen, Denmark in 1920, and at the age of 14 was apprenticed to an electrician. He was married at the age of 22 to Valborg Andersen, to whom he was married for 58 years until she passed away in 2000. He came with his wife and three children to the United States in 1954, living in Elmhurst, IL where his sponsors lived. He always worked as an electrician, wiring everything from a doorbell to a power plant (that is, after he helped build it)! He moved to Prescott in 1970. He began volunteering at

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Kindness Counts

It was recently observed that a volunteer approached a table that had several volunteers in their blue uniforms sitting there having lunch. The volunteer asked if she could join the group and was rebuffed, the explanation being that there were other "regular" volunteers expected to join the group shortly. The volunteer went to an empty table and sat there alone, eating a lunch that no doubt felt like lumps in her stomach.

Now imagine that volunteer had been you. . .how do you feel reading that story? We can tell you how it made this volunteer feel – she went home and cried and was urged by a family member to quit. What does that say about us as representatives of YRMC's values and compassion?

We realize that volunteers, especially those who have been here for a long while, form valued friendships and look forward to seeing each other and sharing a meal together each week. We wouldn't change that for the world. But we would change having any group close ranks and allow only the "regulars" to sit together each week. We urge every volunteer to remember how it feels to be on the outside coming into a new situation, and remember that kindness counts. There is ALWAYS room for one more chair at the table(s). You may even discover a lifelong friend.

Lynnel

Tomb Of The Unknowns*

Recently Sue Irwin, WC gift shop manager, was honored to be among those chosen to place a wreath at the Tomb of the Unknown Soldier at the National Cemetery in Arlington, Virginia. Sue is a "Prescott National Memorial Lady". That organization, formed in 2004, is a volunteer service based on the Arlington Ladies; military wives and women veterans whose purpose is to honor veterans in their last tribute at the National Cemetery. The Prescott Group does the same for veterans laid to rest at the Prescott National Cemetery. They join the Military honor guards in bidding farewell to our nations veterans.

It requires considerable effort to prepare and submit the necessary paperwork to be considered for the honor of placing a memorial wreath at the Tomb. Sue's friend and fellow member of the local group, Lee Nelson, handled all the arrangements and the group was notified in April that they had been accepted to place a wreath on June 27 at 1:15 p.m.. They were given two full pages of protocol as well as a strict dress code for placing the wreath. The ladies were to wear only navy and white – navy jacket, white blouse, navy skirt, navy hat (white decorations permissible but no color) and white gloves.

The 4 ladies were met by the marine who would escort them, and he gave them a 15 minute orientation and instructions. The wreath ceremony takes place right after the changing of the guard at the Tomb. The marine met them at the top of the stairs, then led them down to the Tomb, where they were to halt in a predesignated position while he placed the wreath on

a stand. Then the command was given to "Present Arms", and all military personnel in uniform rendered the hand salute and others were to place their right hand over their hearts. A bugler played "Taps", the marine commanded "Order of Arms" and they all turned and returned up the steps.

Sue says, "Of all the organizations I have ever belonged to, I have to say that I am the most proud of being a 'Prescott National Memorial Lady'. We

honor our veterans at their last tribute. Our motto is 'Gone but not forgotten'."

She continued, "At the end of Lynnel's emails, she always has, 'To know even one life has breathed easier because you have lived. . .this is to have succeeded,' Six years ago I had lunch with our previous volunteer director, Jackie Miller, and she got me interested in genealogy. This has opened many doors for me, leading to taking part in this wonderful ceremony, so I have to also thank Jackie Miller."

We are very proud of Sue and her service to our military veterans who give so much to protect us and our way of life. Sue tells us that there are approximately 1,000 WWII veterans passing away

every day now, and she feels privileged to be able to recognize and honor them in return as they are laid to rest.

Volunteers from the Daughters of the American Revolution chapters in Arizona attend all Veteran's services at the Prescott National Memorial Cemetery of Arizona. Services are held at the Chapel and/or the columbarium at the Bob Stump VA Medical Center in Prescott. ◆

*Popularly, but incorrectly known as "The Tomb of the Unknown Soldier"



Sue Irwin, front left, and other Memorial Ladies are escorted from the tomb of the Unknown Soldier by a marine.

your Health. . .

Not only does volunteering make a profound difference in the lives of those on the receiving end, it also provides benefits to the volunteers. Exactly what do they get for their efforts?

They get a “helper’s high.” According to Allan Luks and Peggy Payne who wrote, “The Healing Power of Doing Good,” a “helper’s high” is a feeling of exhilaration and a burst of energy similar to that experienced after intense exercise, followed by a period of calmness and serenity.

In addition to the good feelings experienced during the actual volunteer activity, many volunteers report that the health benefits return when they remember their acts of kindness.

This feeling has a number of positive effects on the body’s physical and mental health. It provides an overall sense of well-being that leads to lower premature death rates, alleviation of chronic pain, less heart disease, reduced blood pressure, and fewer health risk factors.

A volunteer’s pleasurable physical sense of calmness is the opposite of the body’s agitated condition under stress, in which the heart pumps harder, breathing is faster, and the body is more sensitive to pain.

Increased energy and highs from volunteer activities may result from the release of endorphins, the body’s natural pain-reducing chemicals. Harvard cardiolo-

gist, Herbert Benson, says, “The health benefits of doing good things for others are similar to those experienced by anyone who practices yoga, spirituality, and meditation, namely, slowing down the heart rate and a decrease in blood pressure.”

Studies have shown that volunteering can play a role in increasing your overall sense of well-being, alleviating chronic pain, and even reducing depression.

Volunteerism, with its increased social interaction, improves self-esteem, increases life satisfaction, and combats isolation, all of which result in better mental health.

Some experts say that having strong social relationships may be just as important to your health as avoiding the risks of smoking, physical inactivity, and high blood pressure.

According to family practitioner, Dr. Jill Schneiderhan of Providence Hospital, Southfield, MI, “There is a mental health component to about 60-70% of the office visits I have. When I address depression or anxiety, I recommend that my patients engage in the community, interact with others, and build relationships.

And volunteering is a good place to start.”

Because volunteering can be so good for your body and mind, remember:

- It can increase your cognitive and mental well-being.
- * It can increase your physical health and agility.
- It can help you develop better communication and interpersonal skills.
- It can contribute to successful aging by enhancing your sense of purpose, self-confidence, and personal growth.
- It enhances health because it provides an additional role or identity; individuals with many interests and roles have increased well-being.
- Social participation through volunteering is an important element of healthy, integrated, and secure communities.

On average, individuals donate 4.2 hours a week because they believe they owe something to their communities.

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www.RoyalNeighbors.org ◆



The East Campus Pages

At the same time as all of us on East Campus settle into our jobs and new surroundings, the hospital is teeming with change and planning for the future. New physicians on staff, opening the 3rd floor, expanding available services and planning for the Women's Pavilion are all part of what's going on here. As the community continues to be vested in this hospital, Volunteer Services welcomes the growth as it will provide more opportunity for additional volunteers.

Over and over again I am so impressed with the commitment and energy of volunteers. The EC music program is thriving with keyboard players, a flutist, singers, and of course, our harpist, Luana Mangold. What a delight to hear the entertainment as one walks into the lobby or up on the floor! A group of volunteers met to make plans to make "busy aprons." The aprons are used for patients who need something to do with their hands during restless times. Commercially made aprons are costly and the volunteers will be making them at substantial savings.

The Eastsider had its debut edition in September. It is a small 4 page newsletter that will be East Campus specific and help keep our volunteers informed on what's happening at the hospital and with each other.

The Gift Shop is thriving and has already surpassed last year's earnings. We're all looking forward to the holidays and the new items Terry will be selling.

Thinking of upcoming holidays and reflecting on all the things for which we should be grateful, I want to say THANK YOU VOLUNTEERS!

Ann Monroe

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. Special recognition goes to the following volunteers!

Pat Janiszewski East Gift Shop

Thank you, Pat, for taking over the flowers for Valentine's Day. I had to be at a buying show and really appreciated all your help with this project. It was a success due to your efforts. Thanks for letting me be able to take a much needed vacation while you kept everything running smoothly and our finances up to date. All your help in the background doing necessary chores to keep our Gift Shop running smoothly (and coming in on Saturday to help with inventory) is much appreciated.

Mike Janiszewski Shredder

Mike keeps both east and west gift shops supplied with recycled hangers from Sears, Thanks, Mike, for all you do to help the gift shops and YRMC,

Jane Ballard East Gift Shop

Thank you, Jane for coming in on a Saturday. This meant we didn't have to close the shop on a normal work day.

Barbara Brackett EC (gift shop - am)

In July I needed a substitute for the gift shop for Tuesday mornings for 3 to 6 weeks. My first call was to Barbara and she did not hesitate to take the full time. I appreciate the commitment, thanks.

Shirley Brown ER

Shirley called the ER on Sunday 1/21 and said she had "some extra time and did we need help?" We did and Shirley helped tremendously!

Ken Edwards East Info Desk

Thank you, Ken, for fixing a watch that would have had to be thrown away! That saved the Gift Shop \$16.50. You are special!

Maxine Everaert Gift Shop

She is great with customers and a great partner to work with and always gives 110%. Working with Maxine just makes life better!

continued on next page

East Campus Page *continued*

Sandy Griffin East Gift Shop

Thank you, Sandy, for coming in on December 30 to do inventory and for giving up your Saturday so we didn't have to close the shop on a normal work day. Sandy has been the Gift Shop volunteer scheduler for over a year. She keeps us all on track as to who is working and what shifts. She also keeps track of all the volunteers that sub when a regular scheduled volunteer takes time off, Thank you, Sandy!

Susan Hatfield East Gift Shop Sub

On December 26 Susan took my shift so I could spend Christmas with my family in Phoenix. Thank you Susan.

Peggy Hyslop East Gift Shop

Thank you for coming in "extra time" to help price new merchandise. You sure were a big help to me! And thank you for making a special effort to come in on a Saturday to help with the Gift Shop inventory on the 30th.

Kathy Kildruff East Gift Shop

Thank you, Kathy, for coming in at the crack of dawn on Valentine's Day to prepare the flower orders. Your creative talents were truly appreciated by all who placed a Valentine order!

Vlasta Phillips East Info Desk

You have been a very good example of what needs to be done at the East Campus Info Desk. Also you gave me a ride (which certainly is not a job requirement) for several weeks. Your knowledge and willingness to help has been invaluable!

Tidbits

Did you know. . .

the second week of September the Prescott Noon Lions shedded over 3000 pounds or one and one-half TONS, of paper at YRMC!

Volunteer Pledge Now Paid In Full!

Our commitment was \$50,000 per year for 5 years, and is now paid in full!

Below is a letter to Lynnel from Robbie Nicol, Executive Director of the YRMC Foundation, dated September 20, 2007. It was directed to, and accepted by Lynnel on behalf of the YRMC volunteers!

Dear Lynnel and volunteers,

Please accept my personal gratitude for your thoughtful and generous gift of \$50,000.00 to Yavapai Regional Medical Center's Capital Campaign. As your community hospital, we continually strive to grow and expand and offer new programs and services that give better health to all. This ongoing progress, which reached new heights in August with the opening of YRMC's Cardiovascular Program, is only possible through the goodwill of friends like you.

There are many hospitals in Arizona and beyond that have the support of the people and the communities they serve—but I'm convinced that no hospital has a more loyal group of supporters than YRMC.

Thank you for being a member of our YRMC Family, and for helping us provide the finest in high-quality, compassionate care.

Best wishes,

Robbie Nicol
Executive Director

"Thank you to all our wonderful volunteers for the tremendous support you all provide to YRMC and our patients, and my personal gratitude for bring such great people!"

Lynnel

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!

Arlene, Jean and Ruth E.D.
We have the best volunteers. These three ladies are amazing. They work so hard here and they bake us cookies. We love them!!

Byron Ackerman A. M. SHIFT
He believes in and has a real passion for his job. He is a motivated individual with little need for direction.

Nancy Brown GIFT SHOP
Nancy is a sub that works more shifts than if she was a regular. She is always willing to help us when we need her. We appreciate her working the recent sale.

Jeanne & George Frederiksen GIFT SHOP
Jeanne and George gave freely of their time to help our jewelry vendor's sale on May 10. This is one of our busiest and most profitable fund raisers for the Gift Shop.

Jeanne Frederiksen GIFT SHOP
Jeanne came in at 7 a.m. for our recent bag sale. She was a tremendous help for the vendors and did a great job doing payroll deductions. Whenever we need her, Jeanne is always ready to help!

John Range & Chris Starr
I look forward to seeing you both Friday mornings. You are both so upbeat and friendly and seem

to enjoy pushing that heavy cart. TRhanks guys.

Eunice Gelber, Rosemary Hoeft, Emma Paradise, Marge Tisch and Phyllis Troutt

GIFT SHOP
also helped in the Gift Shop Vendor's Sale. Ladies, thank you all for a job well done!

Shirley Hutter GIFT SHOP
Besides working her regular shift, Shirley came in and worked with our Scrub sale. Shirley is very reliable and we appreciate her working in the Gift Shop.

Mail Room Volunteers
I don't know what I would do without the volunteers that help me in the mail room. They do a wonderful job!

Nick Massimo E.D.
Nick is the newest addition to our E.D. volunteer family. We are lucky to have him as he is a conscientious and valuable person.

Emma Paradise GIFT SHOP
Emma is a wonderful volunteer and willingly fills in during any emergency. She is so willing to sub when other volunteers get sick. She works hard in the Gift Shop. She is a blessing for us.



Critical Need

There is currently a critical need for 1 or 2 ladies to do home visits and provide support through our FIRST STEPS program, part of the Family Resource Center.

FIRST STEPS helps parents and families adjust to their new relationship, is designed to support new families, and bring comfort and understanding to the parenting experience. The Family Resource Center at YRMC was the first in the nation to create a home visitation service with its FIRST STEPS program, and is representative of their commitment to happy and healthy families.

Services provided include:

- A hospital visit after the baby's birth
- Support phone calls
Weekly home visits available for the first year
- Educational materials
- Linkage to community resources

Volunteers are needed to do home visits with new moms. Training is provided and expenses are reimbursed. For more information, please contact FRC at 771-5651 and ask for Bonnie.

Kudos!

On a recent Patient Satisfaction Questionnaire returned by a patient, she had the following to say about you, "All volunteers offered assistance, were cheerful and at times so helpful. I couldn't be more pleased. Thank you volunteers!"

New West Campus Volunteers. . .

We welcome you all 63 of you to our YRMC volunteer family!

- Bryon M. Ackerman
- Anna L. Storvick
- Lyndsie Aquilina
- Tracy R. Baker
- Bonnie L. Barnett
- Betty M. Billingsley
- Cindy L. Boeve
- Dorothy A. Braxton
- Lauren E. Brandenburg
- Jane E. Broome
- Susan J. Brook
- Susan L. Cholewa
- Diane E. Clevenger
- Debra K. Collins
- Justin R. Coryn
- Elly Crouch
- William "Bill" Dunsmore
- Charles H. Eaton
- Roger L. French
- Myrta E. George
- Patricia A. Ginn
- Debbie L. Haeussler
- Carol L. Haydon
- Sandy L. Holm
- Cynthia L. Hollins
- Sharon Hunt
- Rod Hurich Jr.
- Brian L. Johnson
- Lorinda A. Johnson
- JoAnn H. Keller
- Kathleen B. Madedo
- Nicholas C. Massimo
- June K. McCormick
- Hayley B. McKown
- Martha M. Mecca
- Patricia L. Meagher
- Julie L. Moench
- Carol A. Morris ?
- Barbara J. Libby
- William F. Otto
- Lauren R. Pantellere
- Penny K. Pape
- Kathy K. Pessin
- Clifford E. Phillips
- Bobbie J. Pollock
- Patricia Reardon
- Penny L. Reed
- Dwight L. Reed
- Mary P. Reilly
- Clint C. Rusing
- Wm "Paul" Roseberry
- Christianna Schumichen
- Sharon A. Schmidtke
- Mary Fran Strassell
- Jacqueline 'Sue' Stirling
- Alex J. Szecsody
- Barbara W. Turner
- Gail E. Weber
- Yvonne M. Whitehouse
- Carol L. Wilfong
- Fran J. Willes
- Sara Jane Williman

Many Thanks to You All

East & West Campus
Gift Shops

10% OFF COUPON
any single non-sale item

Valid through February 29, 2008
One coupon per person please

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

Calendar: October/December

Oct 15 - New Volunteer Orientation
8:45 am - 3 pm - Spruce room
West Campus*

Oct 31 - Happy Halloween!



Nov 13 - Advisory Committee Meeting
8:45 am - 4 pm - Spruce room

Nov 16 - Thanksgiving Open House
Everyone welcome!
YRMC West Cafeteria, 2-4 pm

Nov 16 - Reorientation - Spruce Room
West campus* -Anytime
between 10 am and 2 pm -

Nov 19- New Volunteer Orientation
8:45 am - 3 pm - Spruce room
West Campus*

Nov 22 - Happy Thanksgiving!



Nov 28 - Thanksgiving Open House
East Campus Quail Room
2 to 4 pm

Dec 5 Happy Hanukkah



Dec 11 - Holiday Celebration Meal
West Campus

Dec 12 Holiday Celebration Meal
East Campus

Dec 25 Merry Christmas!



Dec 31 New Year's Eve,
Happy 2008



*Orientations and annual reorientations for East Campus will be scheduled as needed by Ann Monroe and you will be notified of the days.

Congratulations to CARM

Recently our own Carm Staker was named the 2007 Woman of the Year by the Prescott Area Leadership (PAL). In honoring Carm, PAL recognized her leadership and community involvement dating back nearly 30 years. Prescott Area Leadership is a program founded in 1990 to develop community leaders for Yavapai County. It engages, develops and mobilizes a group of skilled leaders to shape our region's future, strengthen communities and enhance the organizations they serve.

Carm is a retired R.N. who came to the Prescott area in 1979. She immediately began getting involved in her community, serving on the Prescott Valley town council before being elected mayor in 1983. She was employed at YRMC in several capacities, including not only as the Quality Assurance/Utilization Review Coordinator, but also as our Director of Volunteer Services from 1990 to 1995. Under her direction volunteers were first placed in dietary, environmental services, pharmacy, surgery, business office, administration and mammography. She also began the courtesy transportation cart service in the parking lots. Carm aimed at building the professionalism of Volunteer Services, and served on the Board of Trustees, as well.

Just in case she might have any spare time, Carm also is a past president of the American Legion Auxiliary, past board member of Habitat for Humanity, was a charter member of the Prescott Valley United Methodist Church and a founding member of a local DOVIA (Directors of Volunteers in Agencies) chapter. She is a member of the Children's Council of Prescott and served as a member of the YRMC Capital Campaign Committee, charged with raising the necessary funds to open YRMC East!

The things closest to Carm's heart are family, healthcare, children and veterans.

Now she serves as a YRMC escort volunteer on East Campus, a mammography volunteer at Del Webb Outpatient Center, and has agreed to help preserve the history of our Volunteer Services Department as a historian.

The spotlight doesn't just shine on Carm in this high achieving family, Keith Staker has

been inducted into the Veterans Hall of Fame! Keith, who joined us as a YRMC volunteer in 1992, has served as a courtesy cart driver as well as special assistant in Nutrition Services, counting the monies from the vending machines throughout the facility.

On October 26, he has been invited to attend the induction ceremony at the El Zarib-

ah Shrine Auditorium in Phoenix. Arizona has approximately 600,000 veterans, of which 20 are expected to receive the highest honor awarded by the Arizona Governor, "for their contributions since being honorably discharged from the military that provide inspiration to their fellow veterans and citizens of the state."

Since its inception in 2001, 144 Arizona veterans from all professions and branches of the service have been inducted into the Hall. Keith served in the U.S. Navy aboard a minesweeper. His first deployment in 1944 was to Iwo Jima, where for 7 days before the marines landed they swept the island for mines. Keith was a motor machines mate (mechanic) and spent most of his time in the engine room, he says.

We could not be more proud of Keith, and congratulate him on this highest honor.

We are all blessed to have the caliber of people serving as volunteers that we do. They are ALL inspirational and we are so fortunate to have them! **THANK YOU!** ◆



Keith and Carm Staker

*I am only one,
but I still am one.
I cannot do everything;
but I can still do something;
and because I cannot do everything
I will not refuse to do
the something that I can do.*

Edward Everett Hale

Complementary Therapy Updates

There are lots of exciting things going on with our complementary therapies!

Our P.A.W.S. program is quite active in our communities and helping to spread the word about our visitation program at both YRMC campuses. Team members have participated in several events, including presentations to a local Shriners Club, a group of developmentally disabled adults, and had an informational booth at the Grand Opening of a local pet clinic, educating the public about YRMC and the PAWS program. They also participated in "Dog-tober Fest", an event sponsored by the City of Prescott with booths and demonstrations and everything to do with dogs. Later in the month of October teams will also participate in the Agua Fria Festival, hoping to duplicate our win of last year's "Best Animal Entry" trophy. We have several new teams on board so you will be seeing some new dogs and handlers in the halls at both campuses.

Also, as if we needed further proof that our PAWS dogs are special, one of our members, an Australian Shepherd named "Rosie", who belongs to handler Esther Houston, recently adopted a lamb. The lamb was one of triplets, and as apparently frequently occurs, the mother would only accept two and refused one. That one became "Ewe Too", and Rosie appointed herself guardian over the tiny creature. Though Esther and her husband, Rob, had to bottlefeed a special formula to Ewe Too,



"Rosie" and "EWE Too"

all the other duties such as playing and sleeping fell to Rosie. We couldn't resist sharing some pictures of the two of them. Isn't it amazing what animals will do? The lamb got big quickly and of course had to eventually be returned to the flock, because after all, she IS a sheep, but it was entirely due to Esther and Rosie that this lamb got off to such a great start! ◆



MVV Winners from page 3

YRMC in 2000, first as a courtesy cart driver, then at the Resource Desk, and finally at the gift shop, where he continues to work with Jeanne. He has three grandchildren and 4 step great grandchildren. He claims that he slid in on Jeanne's coat-tail to earn this honor. "

"Jeanne and George serve on Tuesdays evenings and frequently substitute, as well, in addition to working the special sales held periodically through the shop. They are so much fun to be around – it's a rare treat to have such a couple. How much fun is it that this wonderful couple met, got married, and now serve to-

gether volunteering at YRMC! Now there's an example for others to follow! You can't help but laugh and enjoy their affectionate teasing – they are wonderful members of our volunteer family and we're grateful they share themselves with us."

P.S. "George, there were no coattails involved...we are honored that you and Jeanne are YRMC volunteers!"◆

*"When you see the best in others,
it brings out the best in you!"*
anon

Music Program Updates

Luana gets a new carrier for her harp!

The Music Program headed by Luana Mangold is growing, especially on the East Campus, where she has several musicians coming on board to share their musical talents, both vocal and instrumental, with all they come in contact with. Many people have also had the pleasure of hearing Luana herself play her harp, and are always so grateful for the soothing tones she provides. Luana also specializes in playing for terminally patients, and will make herself available at any time to play for a patient who is in transition. She has performed this service for several members of our own volunteer family, and eased the passing for both patient and family members. Then, of course, Luana plays her harp throughout the facilities at both campuses as her schedule allows. She also has gone into the community and spoken to



Waldo in his workshop.

various groups about our music program, educating people about the power of music in healing.

For those fortunate enough to have heard Luana's harp music, you have probably seen that although it is "portable", it is also quite sizeable. Seeing her carry it around the

facility at West Campus and also trying to round up a chair to sit in while she plays got one of our volunteers, who calls himself a "wood butcher" to thinking. Waldo Bennier has done a lot of carpentry and woodworking for us at YRMC through the years, including building some fixtures for the gift shop, counter tops and shelving for the volunteer offices, and the kneelers in both chapels, among other things. He knew he could come up with something to make Luana's job of transporting her harp easier on her. Next thing you know, here was a beautiful piece of "furniture" designed to hold her harp, make it easier to wheel around, allow for carrying a folding chair, and protecting all of it from harm by keeping

it securely in place! A little tweaking by Luana, learning how to balance the load to keep her bones and muscles safe, and she was off and . . . well, not running, but close to it! It really is a thing of beauty, and we're so grateful to Waldo for the time and effort he put into solving this dilemma for Luana. Anything that allows her to share her talents with more people in more places at YRMC is a good thing!

There are several other things cooking in Complementary Therapies that must remain under wraps until we have final approval, but we have several new things we hope will be coming along to share with you in our next issue. Let's just say that we know another component of healing is joy and laughter, and yet another is the support and understanding of someone who has been in similar circumstances. We have generous people who are interested in giving of themselves in some ways that will be a great addition to the Total Healing Environment that we strive to provide our patients. More to come. . . ♦



Luana Mangold with Waldo Bennier



Luana with her harp

YRMC Hospice Vigil Volunteer Program

YRMC Hospice has a team of specially trained volunteers who sit vigil with patients who are in their final days or hours of life. In addition to their hospice volunteer training, vigil volunteers have received 9 hours of training in being truly present with an actively dying person or loved ones.

One of the rules of a vigil volunteer is to sit, holding a patient's hand, sharing sacred silence. A vigil may also facilitate meaningful ceremonies. These could include displaying treasured objects with special meaning, poetry and readings, singing songs or playing the patient's favorite music.

The YRMC Vigil Program is now available to patients at the YRMC Hospitals, regardless of whether or not they are hospice patients. For more information about the YRMC Vigil Volunteer Program, or to learn about becoming a hospice and/or a hospice vigil volunteer, please contact Dawn Cagan, Volunteer Coordinator at 759-5907.

Hospice Awards

Rather than having award presentations on a quarterly basis as we do for most of our volunteers, the hospice volunteer program tabulates their hours annually, so their pins for reaching new levels of service are given to them once a year. Hospice volunteers receiving award level recognition as of December 31, 2006 were:

100 HOUR PATCH

- Lory DeBernardi
- Lola Flores
- Pat Landerway
- Dave Snively

200 HOUR PIN

- Lois Demlong
- Mike Lynch
- Barbara Lyle
- Ed Lyle
- Sally Ohanesian
- Marianne Perper
- Pat Collins
- Pat Landerway
- Lorraine Lynch
- Dave Snively

350 HOUR BAR

- Lorraine Lynch
- Dave Snively

850 HOUR BAR

- Carol Atkinson
- Mary Coffee

5,500 HOUR BAR!!

- Bette Schmidt*

5 YEAR PIN

- Pat Collins
- Mary Coffee

*Bette also reached the milestone of 14 years of service this year!



Ken McLoughlin with his medals

Recently Ken McLoughlin participated in the Special Olympics and won a gold medal in the relay race, a silver medal in the shot put, and a 4th place ribbon in the 100 meter dash. Congratulations to Ken, who has been a YRMC volunteer since May of 1995. Ken has served in numerous departments including Development and Community Relations, the Volunteer Department and Nutrition Services in his 12 years at YRMC, and he is known for his bright smile and cheerful, friendly nature. We're so proud of you, Ken!

Our congratulations not only to these wonderful hospice volunteers who achieved new milestones in their volunteer service, but to all of the hospice volunteers who do such meaningful and special work with patients, their families and loved ones, facing a terminal illness. Each of you is special, and your generosity of spirit is a gift to YRMC and the patients we serve.

Special Recognitions and 2007 Annual Luncheon News

Though it seems so long ago with the way this summer has gotten away (actually the whole year!) we haven't published an edition of *The Pulse* since early this year, and thus haven't given recognition to the special people honored at this year's annual Recognition Luncheon. Over 420 people jammed the ballroom at the Prescott Resort on April 20 to attend our yearly opportunity to share the accomplishments and events of the previous year in Volunteer Services. This year's event was somewhat bittersweet, in that several long time volunteers who had lead by shining example found that for various reasons it was time for them to give up their volunteer jobs at YRMC. In fact our two volunteers with the most years of service and the most volunteer hours both have left active service, though they remain valued and beloved members of our volunteer family, **Merle Thomsen** gave **43 years** of service at our Information Desk, the longest length of service of any volunteer ever at YRMC, And **Martha Heinen** reached **17,124 hours** in our gift shop before having to give up active service as she and Les moved to Texas to be nearer to their family. These two longtime volunteers have left us with sadness but also immense gratitude for the years and hours of service to others they gave at YRMC.

Reaching 20 years was **Margo Urgitus**, who serves now in Mammography at the Del E. Webb Outpatient Center. **Others with over 20 years of service** include **Al Bentley (22)**, a volunteer chaplain, **Dorothy Kalabus (27)** at the Information Desk, and **Jim Beasley**, also a chaplain, who reached 25 years .



Volunteer of the Year, Phyllis Troutt (l) with DOV Lynnel Walters

The **Volunteer of the Year** for 2006 was **Phyllis Troutt**, whose name should be familiar to you since she has been featured before in numerous newsletters because she is our only three, and our only four time winner of the Mission, Vision and Values (MVV) Award. (Bet you thought it was Most Valuable Volunteer, didn't you?)

Phyllis joined us in 1999. She wasted no time and was selected for her first MVV Award in 2000, then followed with the

2nd in 2001, the 3rd in 2004, and the last in 2006. She was also the 2004 winner of the Sandy Zinn-Martin Award, and a recipient of the Presidential Lifetime Service Award from President George Bush. Her file contains 7 T.E.A.M. awards, from staff, physicians, visitors and co-workers who appreciate Phyllis' willingness to go above and beyond what's expected and make her service special. She has served as a courtesy transportation cart driver, Chairperson of the Emergency Department volunteers *twice!* and also works in the gift shop. Phyllis shows by her wonderful example and always cheerful nature what a YRMC volunteer can do, and



Hospice Volunteer of the Year Lillian Benson with Volunteer Coordinator Dawn Cagan and Director of Home Health/Hospice Sue Robinson

we're so honored to recognize her as our Volunteer of the Year!

Lillian Benson was chosen as the 2006 **Hospice Volunteer of the Year**. For over two years, each week, she has been generously sharing her time and skills to as-

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sist with a variety of tasks in the YRMC Hospice office. In all of her actions, Lillian demonstrates the YRMC values of respect, integrity, accountability, commitment and quality.

The hospice team members have described Lillian as efficient, dedicated, a self-starter and always willing to go above and beyond. The tasks Lillian completes require great attention to detail and strong organizational skills. Often times the work may be tedious and time consuming, but Lillian completes these tasks efficiently and with genuine enthusiasm.

One of the ways Lillian's dedication to her job is evident is in her flexibility. Lillian will rearrange her schedule in order to ensure that the work gets done. Lillian also shows a willingness to help in any way she is needed, and before leaving the office each and every time, she will ask, "Is there anything else I can do for you?" We are proud and honored to name Lillian Benson as the YRMC Hospice Volunteer of the Year!

Also recognized was **Bette Schmidt**, who works in the hospice volunteer office, for her **5,612 hours** contributed through

December 2006. She has by far the most hours of any hospice volunteer. THANK YOU, BETTE



Vivian Hines, winner of Sandy Zin-Martin Award

Vivian Hines was selected as this year's winner of the *Sandy Zin-Martin Award*, given each year to the volunteer who exemplifies the "Above and Beyond" characteristics that Sandy did in their volunteer service. Sandy was lost to us in a car accident in 2002, but her spirit and dedication to serving others was such that a special award was created in her memory, to be given to the outstanding volunteer each year who also has given so generously

of themselves.

Vivian is one of these rare ones who were born and raised in Prescott, on South Pleasant Street. She was a member of the class of '42, then married and moved to San Diego to work for the war effort during WW II as a "Rosie the Riveter", learning to countersink, drill and rivet on the B-24s. After the war she attended college and worked for Convair, General Dynamics, Hughes Aircraft and Garrett. Vivian retired in 1973 and began volunteering at Sharlot Hall Museum, where she stayed for 27 years before joining us at YRMC in 1999. She has worked for the gift shop, mammography, as an escort and now also at the Information Desk in the lobby. In 8 years she has contributed over 5,250 hours, and though she is quiet, she is also the one who is always willing to fill in, substitute, help out on short notice, and prefers that no one notice. She doesn't like the spotlight, but we're shining it on her anyway, because we are so honored to recognize her as this year's Sandy Zinn-Martin Award winner! ♦

A good exercise for the heart is to bend down and help another up. anon

In Memorium

In the past we have included information and a photo when possible in memory of volunteers that have passed away. Sometimes it can seem overwhelming when we have lost several during the same time-frame, and due to time constraints we haven't always gotten the complete information by the time we must get the newsletter to the printer. Thanks to a great suggestion by Ann Monroe we are going to change the process. We will plan a special In Memoriam edition of the newsletter that will go out shortly after the new year, and include all the volunteers we have lost during the past year. We think this will allow us to gather all the information and photos so that we give each person the tribute that is appropriate, and hope you will agree that this change will help us honor and remember our beloved volunteer family members that have passed on.



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Read *The Pulse* Online!

Did you know that YRMC now has almost a thousand volunteers between the two hospitals?

To save paper as well as the cost of printing, labeling and mailing a hard copy of *The Pulse* to your home, we plan to gradually convert to electronic mail. The advantage to getting *The Pulse* on line is that you will receive it immediately rather than having to wait the almost two weeks it takes for it to show up in your mail box via bulk mail. So gradually those of you with e-mail addresses will start getting your newsletters on line. If you would still prefer have a hard copy of *The Pulse* sent to your home, call the Volunteer Office, West Campus: 771-5678 or East Campus: 442-8678 and give them your name and e-mail address.

Those of you without e-mail addresses will continue receiving *The Pulse* as usual.