Volunteer Services Newsletter

Spring Edition 2015

YRMC Volunteers

This was the theme for our annual volunteer recognition luncheon held on April 9th. Attendees were treated as "1st Class Passengers on YRMC Airlines." Once again, it was wonderful to see a room full of volunteers and celebrate the amazing service of our YRMC volunteers. In 2014 our volunteers gave 103,625 hours of service – what a tremendous contribution!

Our special "passenger" recognitions included:

East Campus Volunteer of the Year, Natalie McCann West Campus Volunteer of the Year, Fern Cole Sandy Zinn Martin Award, Linda Davidson

&

Dorothy Kalabus with the most years of service, 34 years Marlene Beasley with the most hours, 12,224 hours



Natalie McCann East Campus Information Desk



Fern Cole West Campus Ambassador



Linda Davidson
West and Off Campus
Human Resources Dept.
and Family Birthing
Center Quilter

Our pilot, Mark Timm, kept us informed throughout the flight and also helped us to arrive safely to "Recognition Island."

One of our favorite moments during the luncheon was the spontaneous tossing of balloons all throughout the ballroom.

Unplanned and such a joy to observe ... the laughter was infectious!

(See more pictures from this year's event in the insert)



"Unselfish and noble actions are the most radiant pages in the biography of souls."

~David Thomas





EAST CAMPUS ESCORTS & CART DRIVERS



Our East Campus Escorts have been logging more steps and our Cart Drivers more miles as a result of the Infusion Center's opening in early February. Special thanks were received from the Pharmacy and Infusion Center staff for their participation in all their runs between the two departments as well as the significant increase in transporting to this department. Our pharmacist stated, "Their efforts are a very significant factor in our ability to provide a positive patient experience."



Congratulations Althea and Toby!

Althea Friedman is holding a plaque that she received as a result of Toby's work, in part, at YRMC. This award stated that Toby was designated by the American Kennel Club as a "Therapy Dog Excellent."

Congratulations on this distinguished award!





"If You See Something, Say Something"

You are the eyes and ears of the Security Department. If you see someone or something suspicious, please call Security immediately.

The White Rose . . . A Symbol of "End of Life" at YRMC



A reminder for all volunteers who are on the patient floors (except Chaplains) Do not enter rooms with this symbol on the door

When a patient is at "end of life," there is additional stress for the family and loved ones. We want to be sensitive at this time for the patient and family and allow as much privacy as possible during this sacred time. We believe alerting volunteers to the "end of life" status of the patient will help to minimize unnecessary interruptions, while continuing to provide the highest quality care to our patients and their loved ones.

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No Act of Kindness Should Go Unnoticed Introducing the YRMC Grateful Patient Program

This program is designed to recognize staff and volunteers for the difference each and every one makes in the lives touched every day!

Look for brochures in waiting areas and patient units. Patients, visitors and/or family members may want to say "thank you" and make a donation in your honor; the Grateful Patient Program allows them to do this. Those honored receive a "Our Caring Makes a Difference" Grateful Patient Pin to wear with pride. The Foundation staff is simply grateful for the work you do every day. Questions? Please call Chamine David at 771-5169 in the YRMC Foundation office.



WHAT A DEAL!!! 10 % DISCOUNT on any one, non-sale item at the YRMC campus gift shops.

Coupon limited to one item per day per customer. Cannot be combined with any other offer. Coupon cannot be used for candy, flowers, magazines, books, snacks or sale items.



AWARDS LIST

January, February, March 2015

100 hour patch

Kathy Allred Carol Berray Cheryl Booth Conway Campbell Tim Crawford Sue Daniel Brianna D'Angelo Lyn Egenberger Jaime Gutierrez Tom Hall Dorinda Hanna James Holst Salli Jackson Frank Langford Daisy Madrid Frank Langford James Otto Carole Penberthy Dave Reeves Gene Roberti **Heather Roberts** Emi Rollins Peter Stewart Anne Twente JoAnn White Alison Whitney Laura Zimmer

200 Hour Pin

Teddy Boast
Andrew Deppen
LeeAnn Kipp
Nancy MacGuinness
Nancy Olney
Connie Palmrose
Chris Pierce
Dan Rydberg
Dolores Tomlinson
JoAnn White

350 Hour Bar

AnnaMarie Ansbach
Patricia Berry
Robert Darnell
Denise Grant
Delores Harrold
Kay Jones
Joann Looney
Alfonso Melendez

500 Hour Bar

Margarita Arellano
Beth Crawford
Nellie DeVol
Dave Felauer
Jeannie Fero
Barbara Freeland
Gloria Green
Eric Gulsrud
Mike Keller
Kathy Pessin
Tomi Richardson
Lynn Swetel
Bev Turner
Tom Wilhelm

850 Hour Bar

Delores Abalos Dani Dutton Tom Hubbard Olga Lesso John Maldonado

<u>1000 Hour Bar</u>

Sonya Amend Jerlynn Gjede Nancy Herrero Judith Hopkins Richard Looney Judy Sulu

1500 Hour Bar

Mikole Benally Chuck Eaton Joe Hubbs Mark Meade Gail Montierth Buz Williams

2000 hour bar

Dale Cooper Seymour Dicker Ellie Knos

2500 hour bar

Sue Clyne Fred Souther Randi Suppes

<u>3000 hour bar</u>

Ann Kane

<u>3500 hour bar</u>

Sue Steger

<u>5000 hour bar</u>

Sara Franklin

5 years

Sonya Amend Barb Freeland Jan Luke

10 years

Lisa Flavell Gail Morris Rachael Vogel

15 years

Luana Mangold

Congratulations and Thank You!

"The Pulse" is a quarterly publication of Volunteer Services of Yavapai Regional Medical Center, 1003 Willow Creek Road Prescott Arizona 86301. Permission to use material from this newsletter is granted for non-commercial uses provided you credit the source. Credit is given to the author of various articles that are reprinted, when the original author is known. Any omission of credit to an author is purely unintentional and should not be construed as plagiarism or literary theft.

Annual Volunteer Recognition Luncheon April 9, 2015

Prescott Resort







Special thanks to the Yavapai Toymakers who built planes for our event. In addition to adding to our décor, they were also attached to gift certificates given out to our door prize winners























Your YRMC Flight Crew



