

in touch with volunteers

A publication of Hospice of Marion County and Its Affiliated Companies

Volume 5 Issue 2 May 2011

Hats Off to Hospice Volunteers!

We tipped our hats to more than 270 volunteers in attendance at the annual recognition event on March 23, 2011. Here are the top honorees, by the numbers:

- 56 volunteers were honored for their 5-, 10- and 15-year anniversaries.
- 6 volunteers received President's Service Awards for devoting more than 500 hours of service during 2010.
- 1 more volunteer was added to the prestigious list of Lifetime Achievement Awardees—Shirley Zinker. Shirley met the award criteria of accumulating more than 4,000 hours of service to Hospice of Marion County since 2000.



Guest Speaker Dyer Michell, former CEO of Munroe Regional Medical Center, educated the crowd of volunteers on the services of the Heart of Florida Health Center. The Center provides quality primary medical and psychiatric services to all Marion County residents, but in particular to those residents who would not otherwise be able to access these services due to financial limitations and/or lack of health insurance.



Dottie Zucks receives her President's Service Award from Hospice Board Chairman, Vicky Nelson. Also pictured are Joan Fiorentino, left, and Isabel Villoria. Awardees not in the photo include Bill Mayer, Pat Moses and Dorine Wolfe.



Lifetime Achievement honoree Shirley Zinker is flanked by Hospice Board Chairman Vicky Nelson, left, and CEO Mary Ellen Poe.

Teddy Bears Rule

The Thrift Stores were well represented at the 5th Annual Calendar Banquet, which raises scholarship awards for the offspring of HMC employees. The Thrift Stores selected the month of July to celebrate National Teddy Bear Day as the table theme. All the table décor was gathered through thrift store donations. The centerpiece was auctioned to add more money to the scholarship fund.

Jasmine Square Thrift Store managers Carole Ann Sicoli, left, and Carol Cunningham were the charming table hostesses of the Teddy Bear Table.



Patient Support Volunteers Get High Marks...Again!



Maureen



Debbie



Mary



Peter



Jim



Milt



Teddy



Bobbie



Daphne



Every three months, we contact patients and families who have volunteers assigned to them to assure their level of satisfaction. Below are some of their wonderful comments:

"Maureen (Kilian) has been a great help to our family!"

"I enjoy Teddy's (Laury) visits very much; we just sit and talk."

"Debbie (VandenBoom) is a very sweet lady, very compassionate and a good listener. She has 'wings' like all the rest of the hospice staff!"

"We absolutely love Bobbie (Fambrough). I don't know how I would survive without the kind and conscientious hospice volunteers."

"Mary (Delancey) is a very professional person and so nice to have around!"

"Our volunteer, Daphne (Binns), is a superb person who always goes above and beyond our expectations. It is a blessing to have her in our home!"

The following comments were received on a recent patient/family satisfaction survey:

"Mr. Peter Richards, the Hospice volunteer who did Paul's 'life story' book, did a fantastic job! Paul and I are very pleased with it and will be sharing it with all family and friends. We feel we have made another friend with Mr. Richards."

"Also, Mr. Jim Burns, the Hospice volunteer who did Paul's military pinning ceremony did a wonderful job! He was very interested in Paul and made him feel special and honored."

The following comments came from a Tuscany House employee:

"Whenever Milt (MacLean) comes and visits patients, he makes a written record of what he finds. He is so conscientious and caring. Milt is such a nice man!"



Did You Know...

all families served by Hospice of Marion County receive a satisfaction survey? One of the questions is: "How would you rate the services received by hospice volunteers?" The choices range from "poor" to "excellent." The most recent quarterly results show that 77.3% of the respondents rated our volunteers as "excellent"...an 8% increase over last quarter's results!

Thanks so much to all of you for sharing your compassionate and caring hearts with our patients and families. It is key to our quality of care and superlative reputation in this community. You make a difference!

Volunteers Take to the Road

A recent volunteer survey on areas of interest and expanding skills turned up some positive responses. Of note, 21 volunteers expressed interest in providing transportation for ambulatory patients to doctor visits, run errands or just go for a ride. To qualify as a transporter, a volunteer must have attended the Patient Support training, have a current driver's license, current and qualifying automobile insurance and must maintain a favorable driving record. The target date for offering this service is June 1, 2011. If you are interested, please call Volunteer Services at 352-873-7441.

Hoofin' It Raises \$1,537

Dozens of hearty walkers showed up on a glorious March 12 morning to make the 2-mile trek through Jervey Gantt Park.



Jan Hathaway, merchandising manager, presents the first prize for pledges raised to longtime supporters Abel and Rose Kelly.

Calling for Clerical Assistance

An increasing number of requests are being received for volunteers who would be willing to file, collate materials, copy training materials, stuff envelopes and enter data. We can guarantee good working conditions and a very appreciative staff. If office work appeals to you, contact Volunteer Services at 352-873-7441.



Verna and Ron Wilson find "job satisfaction" in the Health Information Management (HIM) department, where they have volunteered since 2001.



Billie Gabel is a regular in the Volunteer Services office, entering data for new volunteers who complete orientation each month.

Thrift Stores Offer Two Opportunities to Support the Community

Help Stomp Out Hunger

Our Thrift Stores are partnering with Interfaith Emergency Services to Stomp Out Hunger with a food drive June 20-25, 2011. Interfaith is a not-for-profit organization established in 1983 to provide emergency assistance to individuals and families in crisis.

The most needed items include: canned fruit, canned meats, peanut butter, jams and jellies, pasta, pasta sauces, macaroni and cheese, personal hygiene items and diapers.

Donations will be accepted at all three stores and the Hospice Administration Building. We appreciate your support for these worthy causes.

Stuff the Bus Set for July 2011

For nine years, the stores have participated in the Kingdom of the Sun Chapter of the Military Officers Association of America's Stuff the Bus program. This project provides school supplies to more than 1,700 Marion County students identified as homeless. Supplies needed are: backpacks, 3-ring binders, calculators, pens, pencils, small dictionaries, folders, colored markers, tab dividers, kids scissors, colored pencils, graph paper, notebook paper, alarm clocks, personal hygiene items and new clothing. No spiral notebooks please; all other items should be new and unused.



Remember proper hand washing techniques when you are volunteering (and other times, too!)



1. Turn on the faucet and allow the water to run
2. Wet your hands
3. Apply soap to hands
- 4. Rub hands together vigorously for 15 – 20 seconds**
5. Rinse your hands completely
6. Dry hands completely with a paper towel
7. Turn off faucet with a paper towel

When should you perform Hand Hygiene Measures?

1. Beginning and end of volunteer shift
2. Before and after patient/client contact
3. Before and after using gloves
4. After using the toilet
5. Before and after eating or smoking
6. After wiping the nose or touching the face
7. After touching contaminated surfaces

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NON-PROFIT ORGANIZATION
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Respite of Marion County
Volunteer Department
3231 SW 34th Ave.
Ocala, FL 34474

New Volunteers

Tom Baubonis
Daphne Binns
Pat Brown
Carolyn Buchanan
Mary Ann Buonagurio
Alice Byrum
Diana Carter
Brigid Chick
Deidre Cody
Shirley Dault
Lorraine Grabowski
Dick Grabowski
Violet Hamilton
Frank Harrison
Pat Jackman

Kristin Kint
Patricia McGlynn
Jessica Mullins
Joycelyn Phillips
Norman Poe
Barbara Price
Mario Putzeys-Alvarez, M.D.
Jane Schmidt
Kendal Stevens
Barbara Tell
Jennifer Thomas
Debbie VandenBoom
Marlene Whitacre
Laura Zavadsky
Diane Zinn



Diana Carter, left, and Mary Ann Buonagurio pay close attention at the May 2011 Patient Support training.