

VAHAV Connection

VIRGINIA ASSOCIATION OF HEALTHCARE AUXILIARIES AND VOLUNTEERS

CAPITAL • HAMPTON ROADS • NORTHERN • PIEDMONT • SOUTHWESTERN

www.vahav.org

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President's Message

During the past year, I've found devoted, inspiring volunteers in my visits to hospitals and auxiliary meetings in Virginia. The time spent and relationships forged have provided a new awareness of volunteering in healthcare today -- what we face and how we handle challenges. I have developed a deeper appreciation and respect for volunteers and their leaders and am proud to be a member of VAHAV. We are compassionate, kind, practical, and determined to serve others and our hospitals.

As I leave the office of president of the VAHAV board, I reminisce about the auxiliaries visited, their receptions and luncheons, hospital gift shops visited, and the smiling happy faces of volunteers all over the state and I want you to know that I have learned so much from you. I've enjoyed being with you, and learning about your hospitals and your auxiliaries. In some cases we have formed our auxiliaries differently so that they serve our individual hospitals, but we are a fine organization of healthcare workers. Further, we are stronger because we have a fine, state VAHAV board willing to help us in any way, to attend our meetings, offer advice and inspire us to be the very best! VHHA, our parent organization, supports our state conference, provides advice and the services of their lobbyists. We heartily thank all those at VHHA, especially lobbyist, Paul Speidell, who has kept us informed of healthcare legislation from the General Assembly and Congress.

We hope to see you at the VAHAV Conference on October 15, 16, and 17th at the Koger Center in Richmond where we will hear the latest information in managing our auxiliaries, healthcare innovations for volunteers, view each others' scrapbooks, network, and enjoy delicious meals, and great

entertainment. Our logo this year has been **Volunteers Inspire Through Action!** Continue the action, the inspiration and just being your wonderful selves.

Volunteers Inspire Through Action!

Rochelle Grey, President, VAHAV

PRESIDENT ELECT'S MESSAGE

As President-Elect of the VAHAV, it has been a very rewarding year for me. The District Meetings I attended were outstanding, informative, and educational. In addition, there was so much fun and fellowship that it made one come away from the meetings feeling so energized and cheerful.

Time flies and once again we are looking forward to our annual October Conference which will be held at the Koger Center in Richmond. I encourage each and every one to attend. By now, you will have received your information/registration packet and will see what an exciting conference is being planned for all. Meet new friends and greet old friends. We will have a grand time learning together!!

See you in October.

Doris Jean Rayne, President-Elect, VAHAV

GIFT SHOP NEWS

The most important factor in operating a successful retail shop is to make your shop a fun place to visit. Your shop should be a place where regular customers come in all the time just to see "what's new". Try to make your shop a part of your hospital's employees' daily life, and their favorite store!

Here are a few suggestions to "Pep Up" your gift shops:

- Think of the customers' "senses". Have music playing in the background. Studies show music enhances the shopping experience and increases sales. Music CDs playing in the shop can also be sold.

- Accept credit cards and initiate payroll deduction. Both forms of payment are convenient for customers and increase sales,
- What services do you offer? Postage stamps, phone cards, frequent buyer programs, payroll deduction, and gift wrapping are ways to comfort the customer.
- Ask your customers for feedback. A survey is helpful. Keeping customer comment cards at the register area shows you care about them. Responding to their feedback shows you want to continue to do better.
- Visit other retail locations, both mainstream and in hospitals, and note their merchandise selections and presentations.
- Open Accounts – Allow hospital departments to have “open accounts”. When a special event occurs, this enables the department to purchase a gift, etc. and put it on their account. You will bill them monthly. This really works with outside customers as well, i.e. nursing homes, Doctor's offices, etc. They can call up and order flowers, gifts, etc, and be billed monthly.

Any of these suggestions alone will not guarantee the success of a gift shop, but by combining them effectively a shop's chances of succeeding profitably are all but guaranteed.

Paula Faverio
VAHAV Gift Shop Chair





2012 ANNUAL CONFERENCE UPDATE

Greetings to All:

On Monday, October 15, 2012, the VAHAV's 63rd Annual Educational Conference returns to the Holiday Inn, Koger Conference Center, located in historical Richmond, Virginia.

Emily Y. Brooks
VAHAV Conference Planner

SCHOLARSHIP

The Scholarship Committee was pleased to welcome Dorinda Paxton to our VAHAV August meeting. Dorinda was our first person to attend a regular board meeting as a recipient of the Outreach Program.

Dorinda is a volunteer at Community Memorial Hospital in South Hill, Virginia. She said that she enjoyed observing the interaction of the board members and was impressed by the cooperation among them. She felt that was remarkable considering the fact that members are from all over the state but they are all hospital volunteers and share the common goal of supporting hospitals and sharing information. She felt welcomed at the committee meetings as well as the board meeting.

The purpose of the Outreach Program is to give interested volunteers an opportunity to observe a VAHAV meeting and to get insight as to how it operates. It also gives future presidents an opportunity to meet members of

other auxiliaries, which will be helpful when they are looking for members of future boards.

Now that the ice is broken, we would like a representative from every district to attend the January 22nd and 23rd meeting. More details will be provided at the conference.

Bettie Moores
Scholarship Chair



EDITOR'S REMINDER

**Please forward newsletter articles
(preferably) or your auxiliary newsletter to
NEWSLETTER@VAHAV.ORG**

OR

LLShelton1@verizon.net

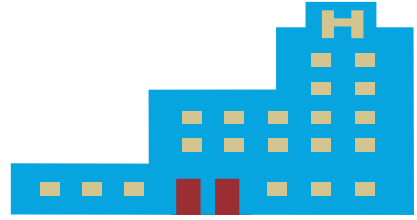
**DEADLINE For the January Issue Is
December 5th. Thanks!!**



WHERE DO I FIND...

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Hospital Auxiliary News



Northern District

This has been a hot summer, not just for Virginia, but for the entire country. It has also had some strange and unusual storms. In fact, Barney and I are at my son's home because we are without electricity and the temperature is expected to reach 104 degrees today. Just think the month of August is still to come. Fall and cool weather cannot come too soon for me.

A few weeks ago I attended the Hampton Roads meeting at the Sentara Princess Anne Hospital. Although the District does not have a District Representative and the president is giving up her position after holding the office for four years, it was a good, productive meeting. Our President, Rochelle Gray; Secretary, Barney Barnwell; Membership Chairman, Debbie Sammler; Thrift Shop Chairman, Martha Cliff and I represented the VAHAV Board.

Some of the interesting things discussed were:

- Most of the hospitals in attendance were comprised of an Auxiliary and volunteers. The "Auxiliary persons" were only responsible for fundraising and the "Volunteers persons" responsible for working in the hospital.
- A volunteer under a doctor's care cannot return to her or his volunteering duty until the doctor clears her or him for return to work.
- Every time a baby is born in the hospital, Brahm's Lullaby is played over the public address system (We heard this first hand because a baby was born during the meeting.).

I enjoy attending these meetings. There is so much to learn and each hospital is unique and has its own characteristics.

Jimmi Barnwell, Northern District Chair

Augusta Health

The Augusta Health Auxiliary participated in a new fund raiser over the summer. We sponsored Shakin' at the Station, a once-per-week outdoor concert by a local band. At the end of the summer, the total profits from all concerts will be divided among all the sponsoring groups. We hope to make approximately \$2,000.00.

Our new heart center is scheduled to open in March 2013. The construction of this new center has prompted a necessary rearrangement of locations for the remainder of the hospital services. Each week, volunteers are challenged to learn the latest temporary locations of other departments. Even with the chaos, we are looking forward to this expansion. Additional volunteers will be needed once the center opens so we are busily seeking new recruits!

Rosalie Waterman

Chesapeake General Hospital

The Chesapeake General Hospital Auxiliary has just finished up our 2011-2012 year. In doing so, we have presented the Chesapeake Regional Health Foundation with a donation of \$94,898.00. These funds are designated as follows: \$49,898 for a medication management system, \$40,000 is unrestricted (at this time), and \$5,000 will be put toward the 2012 Bra-ha-ha. The check was presented to Wynn Dixon, the CEO of our hospital by out-going president Dreama Hudson and in-coming president Louise Quales.

Our Gift shop, which is our biggest fundraiser, has contributed \$67,000 so far in 2012. The rest of our funds come by way of our various independent fundraisers that are scheduled throughout the year.

We are looking forward to getting our new board together and starting our new year.



Wynn Dixon, CEO Chesapeake Regional Medical Center, Dreama Hudson, past president, and Louise Quales, president

Louise Quales

Culpeper Regional Hospital

Culpeperfest, which was hosted by the Culpeper Chamber of Commerce, was held on Thursday, June 7. The hospital had a separate tent which was well attended. Numerous members of the Auxiliary volunteered to help. The Foundation is striving to increase funding and resources in three areas in the health systems. These are Medical Care for All and Free Clinic, Cancer Care, and Women's Health

Through the technology of the computer, the Reception Desk has been able to send cards to patients through the Culpeper Regional Hospital website. There are a variety of cards to choose from which can be personalized. Our Gift Shop is selling Jim Shore items and new turquoise jewelry and a wide selection of greeting cards for all occasions. Year-to-date, the gift shop has given \$7,400 to

the hospital. Our Thrift Shop is thriving as they are trying to carry more furniture due to having some new space. They still carry nice used clothing for all of the family as well as house wares, toys, books, jewelry and many other items. For the first time, the Thrift Shop box truck attended CulpeperFest loaded with an array of items that are donated and sold at the Thrift Shop. They received a number of first-time visitors and many of their regular customers. The thrift shop has given the hospital \$67,000 year-to-date.

This summer was very successful for our junior auxiliary. They worked in all areas of the hospital. These groups of teenagers were exceptional and very hard-working. Many asked to work more hours than scheduled. Two of the young people even volunteered to work Saturdays throughout the year. We were very fortunate this year to be working with such a fine group of young men and women.

Our Chairman, Barbara Weber, reported our Auxiliary does not meet during the months of July and August. but hopes everyone had a great summer and looks forward to gearing up again in September. She is looking forward to the VAHAV Conference in Richmond, in October, as it is always nice to exchange ideas with our counterparts.

The Culpeper Regional Hospital held a Farmer's Market each third Thursday of every month during the summer to benefit different areas of need within the hospital.

Our hospital auxiliary continues to strive to provide care, competence, compassion, and courtesy.

Ann Payne, Publicity

Inova Fair Oaks Hospital

The Auxiliary participated in the groundbreaking for the new Fair Oaks Hospital Cancer Center on September 14. The ceremony included the CEO of the hospital, John Fitzgerald, as well as Virginia's Secretary of Health and Human Resources, Dr. William Hazel. Chuck Caputo, President of the Auxiliary, also spoke. When the new cancer center opens at the end of 2013, Auxiliary volunteers will start providing services.

In late August, the Auxiliary conducted a handbag/luggage sale to raise money for the Fair Oaks Hospital Foundation as part of the overall program to fund various initiatives at the hospital.

One of the major volunteer activities at Fair Oaks Hospital is the education of patients on the operation of the Get Well Network, an interactive televised service that provides information on various health care subjects. This is a substantial help to the hospital staff in providing quality care to patients.

Chuck Caputo

Inova Fairfax Hospital

Things are hopping and happening for the Auxiliary at Inova Fairfax Hospital. Several board members attended the farewell reception on August 13th for Inova Fairfax Hospital CEO Reuven Pasternak. President Bill Foster presented him an engraved desk set and an honorary membership in the Auxiliary. Teen volunteers were honored August 6th through 12th with the distribution of 150 backpacks and daily chances to win movie passes. On September 10th, groundbreaking was held for the new IFH Women's Center. The annual Inova Fairfax Hospital for Children golf tournament was held at Stonewall Golf Course on September 12th. The Auxiliary continues as a presenting sponsor of this event, donating \$50,000. Plans are underway for the Inova Gala on October 6th, which will be supported by another \$50,000 financial gift from the Auxiliary. October 15th through 17th are the dates for the VAHAV annual conference, which many board members are planning to attend. The fall membership meeting is scheduled for October 20th, and the election of a new slate of officers will be the main activity.

Volunteer Services is sending out a new informative email newsletter, named **The 411**; this newsletter will ensure volunteers are kept aware of all the changes that are happening at our hospital. Areas of service will be added with the opening of the new South Tower in January.

The Board approved the following grant proposals for the coming year: \$15,000 for pediatric emergency wheelchairs; \$45,000 for a pediatric ICU cooling device; \$38,416 for the NICU Sono Site; and \$9,986 for improvements to the Inova CATS day treatment center.

Support staff is in place in the three Treasure Troves, which bring in much of the money for the Auxiliary treasury. Improvements have been made at the McLean site and volunteers and managers keep coming up with innovative marketing to attract even more customers. Christmas in July at the Springfield location was a huge success. The gift shops are featuring new, seasonal must-have items and a new line of Vera Bradley items.

Judy Shapleigh

John Randolph Medical Center



“Care for yourself, so that you can care for others...”

Volunteering is a gift of your time and of yourself. It is important to assure you are taking care of yourself so you are physically and mentally able to care for others.

- Tips for safe and rewarding volunteering:
 - Work in areas that provide tasks within your abilities.
 - If asked to move an object or transport a patient:
 - Test the weight of an object **before** attempting to move it.

- You should be able to move the item with a nudge of your foot or hand.

- Use good body mechanics (i.e. lift with your legs, keep your back straight, avoid awkward positions).

- When in doubt, ask for help from the staff.

- Know your limitations and don't attempt to do more than you are able.

- Speak up! Let someone know if you feel uncomfortable or unable to perform any task asked of you.

- Help prevent infection:
 - Wash your hands often; before you enter and when you exit patient's rooms.

 - Stay at home if you are sick and until you recover.

- Have fun!

Thank you for all you do at JRMC for the patients and staff.

Lea Peck, Occupational Therapy, John Randolph Medical Center
Susan Siltz, Employee Health, John Randolph Medical Center

Rockingham Memorial Hospital

RMH Auxiliary is entering into a very active season. We are busy tying up loose ends in preparation for our Annual Banquet which will be held September 26th. This is the first year we will be honoring our "Forever Members" with a specially-designed pin. A "Forever Member" has contributed \$1000.00 or more to the RMH Auxiliary ensuring the financial viability of the special projects of the RMHVA for generations to come. This year, we are also very proud to be awarding our first "Junior Volunteer Scholarship" at our banquet to a worthy junior volunteer who is continuing their education post- high school.

On September 30th, RMH is celebrating the 100th anniversary of our hospital. Special displays, exhibits, and "history wall" tours will be featured along with speakers, music, and refreshments. Several volunteers will dress in "volunteer garb" worn throughout the different decades up to present time.

We are very proud to be serving as the Social Host for the upcoming VAHAV Annual Conference where our very own Doris Jean Raynes will be installed as VAHAV President.

As you can see, we have a busy calendar ahead, but, you all know....we wouldn't do it if we didn't love it. I'm looking forward to seeing everyone at the annual conference in Richmond.

Paula Faverio. President, RMHVA

Sentara Northern Virginia Medical Center

The Auxiliary board of directors has approved a pledge of \$250,000 toward the hospital's purchase of the Xoft Radiation Therapy System, a system not available in any other northern Virginia hospital. The Xoft system will first be offered to patients with early stage breast cancer and will later be used for the treatment of endometrial and skin cancers. This treatment delivers a single, targeted dose of isotope-free radiation directly to the tumor during surgery, thereby minimizing radiation to healthy tissue and organs. This option, compared to the typical radiation therapy methods which involve daily treatments for five- to seven-weeks, will be a huge benefit to our patients.

We have had great success partnering with local restaurants to donate food for our quarterly Auxiliary lunches. Most restaurant chains in our area have

“community outreach” factored into their budgets and it has been our experience that all we have had to do is ask. Thus far, our lunches have been provided by the Outback Steakhouse, Olive Garden, Uncle Julio’s Rio Grande Café, and supermarket giant Wegman’s. Because of this, our “free” lunches are very well received by the membership!!

Steve Argubright

Southern Virginia Regional Medical Center

Recently, the Southern Virginia Regional Medical Center Auxiliary was very happy to award 14 recipients with the Julian and Mattie Hughes Watson Scholarships. The total amount awarded was \$13,000. We are so pleased to assist these young men and women who are continuing their education in the healthcare field.

On July 17, 2012, the SVRMC Auxiliary was pleased to present to Richard Short, President of the Emporia Greensville Recreation Association, an AED Plus Automated External Defibrillator. This is a device that is used when a suspected cardiac arrest victim has an apparent lack of circulation indicated by unconsciousness, absence of normal breathing and absence of a pulse or signs of circulation. This device will be placed at the EGRA recreational park in Emporia, VA. for use in case of an emergency of the above mentioned types. The Auxiliary was excited to be able to assist with this needed device.

Our on-going program with Clay Medical, which has allowed hospital employees to purchase items while still doing payroll deductions through the Auxiliary, has not only benefited the hospital employees but has also brought income into our Auxiliary. They seem to appreciate not having to wait for the fundraising event we have a couple times a year to be able to use the payroll deduction option for needed uniforms and shoes, etc.

We are excited about all the participation in our Auxiliary and continue to look for new ideas.

Dorothy Woodruff
Giff Shop Buyer and Secretary

University of Virginia

Summer is drawing to a close, but these past months have found the UVA Hospital Auxiliary busy with normal volunteer duties, special committees and fund raisers. In June the Auxiliary welcome 60 Junior Volunteers. What a fantastic group of young men and women who added energy and enthusiasm throughout the hospital. As a group, they provided 5,655 volunteer hours this summer. Two of our Junior Volunteers have accumulated more than 700 hours each during their volunteer time at UVA Health System.

From the Auxiliary retreat held last April came some wonderful action ideas and areas of focus for this year. Special committees have been working on: Payroll Deduction for the Auxiliary, a service we have not previously had for our Vendor Sales and Gift Shop and a Point-of-Sale system for our Gift Shop. Funds for a Point-of-Sale system were approved at our June Board meeting. A committee is also working on a Wine Tasting event at a local winery. This is planned for September and the proceeds will benefit healthcare scholarships. The Auxiliary awarded \$17,500 in nursing scholarships in August and will award another \$17,100 in healthcare scholarships during the year.

The Venture Award Committee received 69 Venture Award applications at the beginning of August. The committee will review the applications and determine how the \$25,000 will be awarded. Venture Awards are given to financially assist UVA Health System departments and staff as they create programs and projects that benefit UVA patients and their families. With the help of Sally LeBeau, our Director of Volunteer Services, the entire application process was completed electronically for the very first time. This will help streamline the Venture Award process tremendously. Awards are presented each year at the October Auxiliary Board meeting.

The Blue Ridge Chapter of Women's Council of Realtors held the second "Bras for a Cause" event in August. A portion of the proceeds from the event will once again go to support *Flourish*, a positive image boutique at the Emily Couric Clinical Cancer Center. The boutique was started by the Auxiliary and our volunteers continue to provide staffing support to the boutique.

Other summer activities included: our Treasurer overseeing the audit of the Auxiliary financial books; the Gift Shop holding a "Past Holiday" sale in July to give staff and visitors an opportunity to purchase various holiday items at a discount; and the Lights of Love committee planning for this year's December

5th tree lighting. And, most importantly, the final tally of volunteer hours given by Auxiliary members this past year (July 2011 – June 2012) was just over 85,500.

Jane McLaughlin



HAPPY FALL!!!!



Remembering Your Past.....

Enter your most recent Scrapbook in our contest at the 63rd VAHAV Annual Conference on October 15th – 17th at the Holiday Inn Koger Conference Center.

Use your imagination - Have fun making your special scrapbook from your hospital and Auxiliary.

Let's share our fondest memories.

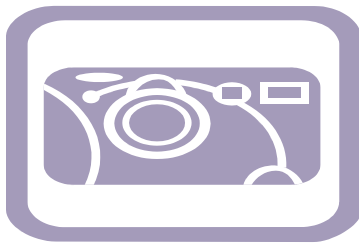
Contest winners will be chosen on the 16th from each District with an overall winner to be announced at the breakfast on the 17th.

Looking forward to seeing lots of scrapbooks in October.

KEEP SNAP, SNAP, SNAPPING THOSE PICTURES!!!!!!

Contact: Linda Woods, Historian/Scrapbook Chairman
540-365-6422

Carolyn Johnson at csj140@embarqmail.com





See you at the conference in October!

