

VAHAV Connection

VIRGINIA ASSOCIATION OF HEALTHCARE AUXILIARIES AND VOLUNTEERS

CAPITAL • HAMPTON ROADS • NORTHERN • PIEDMONT • SOUTHWESTERN

www.vahav.org

Volume XXXV11, Number 1

January 2013

President's Message

VOLUNTEERING: AN AMERICAN TRADITION

GREETINGS!

We have now bid 2012 a fond farewell. Wow! It seems impossible. This year has gone so quickly. Our annual VAHAV Conference under the auspices of Emily Brooks, Conference Coordinator, was great, but I would like to say "awesome" (word used frequently by my grandchildren and I love it). Speakers, workshops, vendors, you name them, were all outstanding. I know Emily spent many, many hours planning the conference and from the bottom of my heart AND from the VAHAV Board, we extend thanks to her. And, to Gloria Heishman, Vendor Chair, thanks for all the time and energy you spent getting the vendor folks to support our conference. To all who helped make this conference a success, thank you. And a sincere thanks to all who attended.

I chaired the Hampton Roads District meeting at the Conference and am happy to report that Bonnie Langer, Auxiliary President at Sentara Obici in Suffolk, will take on the position as Chair of the Hampton Roads District. We are looking forward to meeting and greeting her at our January 2013 Board Meeting.

Not new to the Board, but fortunately for us, Doris Gallup, from John Randolph Medical Center, has agreed to accept the position of Gift Shop Chair. Welcome back!

In November, I had the privilege and pleasure of attending the VHHA 86th Annual Meeting at the Homestead. President-Elect Alane Lovern accompanied

me and we both agreed it was a wonderful experience. Quite interesting when we heard Dr. Stephen Klasko , Dean of the College of Medicine - University of South Florida , speak on "In an Ideal World: Imagining the Healthcare Organization of the Future". One of the imaginings was and I will quote: "June 3, 2020 - President Laura Bush and Democratic Nominee Chelsea Clinton announce that the NHS will provide every patient with an in-home self-diagnosis computer and President Laura defended the twelfth iteration of the omnibus healthcare reform bill after the eleventh repeal".

Funny? Right! But, we all know there will be countless changes taking place in Healthcare in our near futures.

Another session which we enjoyed was by Harry Kraemer Jr., author of "From Values to Action: The Four Principles of Values-Based Leadership". Talking on one of those principles, "Genuine Humility", he stated that you see each team member as important and recognize the value in everyone. This statement really moved me. Everyone on our VAHAV Board (team) and all volunteers are truly valuable.

With December and all the accompanying activities behind us, remember to take some quiet time out for yourself. I sincerely hope each of you enjoyed the "most wonderful time" of the year. I hope all of you had a "Blessed" Christmas and that you will enjoy a happy, healthy New Year. Stay enthused for as Ralph Waldo Emerson wrote "Nothing great was ever achieved without enthusiasm" and our VAHAV can definitely relate to that.

And a reminder, our VAHAV Board is here for you, always ready and willing to be of assistance, so please keep in touch.

Doris Jean Rayne, President, VAHAV

PRESIDENT ELECT'S MESSAGE

Happy New Year! I wish for you the best life can offer! Each and every one of you is special. Sometimes, we need to be reminded of just how special VAHAV members are. Please pat yourself on the back as you read the following paragraphs.

A Volunteer

A VOLUNTEER is a person who is a light to others, giving witness in a mixed-up age, doing well and willingly the tasks at hand - namely, being aware of another's needs and doing something about it.

A VOLUNTEER is a person who remembers to do the things to make other people happy, who takes the loneliness out of the alone by talking to them, who is concerned when others are unconcerned, who has the courage to be a prophet and to say the things that have to be said for the good of all.

A VOLUNTEER is a person whose charity is fidelity, who is faithful in an unfaithful world, grateful in an ungrateful world, giving when all about are grasping, listening when others need to tell about their fears and problems.

-- from "The Beacon," newsletter of Birthrite, South Africa

Submitted 18 November 2004 by Marjorie Moore, Minds Eye Information Service, Belleville, IL

Alane Lovern
President-Elect, VAHAV

I would like to apologize to each of you for the lateness of this newsletter. My computer "suffered" a complete crash in late December. After ten days in "intensive care", my computer guy returned it to me. Alas, it still had a few things to be worked out and then I had to "resurrect" the articles you had so kindly sent me.

Thanks to everyone who resubmitted your articles. If I have omitted anyone's article, I apologize. If you resend it to me, I will ensure it is in the next edition.

Loretta Shelton

LEGISLATIVE

Even though the Thanksgiving season has come and gone, the following seems to be appropriate for any time of the year.

“Now, therefore, I, Abraham Lincoln, President of the United States, do hereby appoint and set apart the last Thursday in November next as a day which I desire to be observed by all my fellow-citizens, wherever they may be then, as a day of thanksgiving and praise to Almighty God, the beneficent Creator and Ruler of the Universe. And I do further recommend to my fellow-citizens aforesaid, that on that occasion they do reverently humble themselves in the dust, and from thence offer up penitent and fervent prayers and supplications to the great Disposer of events for a return of the inestimable blessings of peace, union, and harmony throughout the land which it has pleased him to assign as a dwelling-place for ourselves and for our posterity throughout all generations.

In testimony whereof, I have hereunto set my hand and caused the seal of the United States to be affixed.

Done at the city of Washington, this third day of October, in the year of our Lord one thousand eight hundred and sixty-four, and of the independence of the United States the eighty-ninth.”

Abraham Lincoln

(Source: The writings of Abraham Lincoln, vol.7, edited by Arthur Lamb Publishing Co. , 1906, pg 220)

Emily Y. Brooks

Please allow me to introduce myself: I am Doris Gallup..... a volunteer from John Randolph Medical Center in Hopewell, VA, Capital District.

I really don't know how I got this job as I do not volunteer at our Hospital's gift shop. However, I am the Vendor Chair for our auxiliary and organize about twenty small events a year, most of these events featuring local craftsmen. Plus I love to shop ☺ So I guess you could say I am an "expert" in gift shops!

Our Volunteer Director, Beverly Epps, recently returned from the Association for Healthcare Volunteer Resource Professionals (AHVRP) conference in Dallas, Texas. Beverly is always one to tackle the most challenging jobs, so it is no surprise she signed up for an *eight hour, all day workshop*: **Retail Intensive**. I interviewed Beverly and here are some ideas she plans to share with our gift shop volunteers.

What to look for in a "Good" Vendor Rep

- Product knowledge with suggestions for alternative products
- Knows the items that sell well in shops like yours
- Shares with you the latest trends
- Many, many SPECIALS.....so important to your bottom line.

If YOU are the Gift Shop Buyer....

- You should know the frequency of visits of all your different vendor Reps.....keep a separate calendar and be prepared
- You should keep a running "shopping list" for your gift shop needs
- Confirm your vendor Reps appointments.....it saves time in the long run to double check
- Call your Rep when it's time to reorder merchandise. Chances are you will get better service and a better price than doing it at Gift Shows.

Impulse Items

- Up to \$10....small....placed near the register
- Thematic items: sports, animals, just married, just divorced
- Sun block items such as hand cream or lip balm
- Wrist bands for popular causes or slogans
- Playing cards with unique themes: national parks, Norman Rockwell art
- Silly nail polish colors like a black shade that shines in the dark
- Bags of temporary tattoos

- Flash Drives that are jeweled
- Bamboo plants
- Votives and votive holders
- Small, bite sized chocolates and candy edibles that are novelty wrapped
- Holiday theme earrings; clip earrings
- Emery boards, wine stoppers, reading glasses, lighted reading squares to use in restaurants

Be Aware of Gift Shop Trends

- Sentimental favorites
- Spiritual items
- Country Charm motif items: coffee mugs, cutting boards, dish towels
- Nostalgic, AKA The Good Old Days.....items that reflect the 50's, 60's, etc.
- Vintage....high quality items from a past period
- Artisan....do you have shoppers who prefer that handcrafted look?
- Items useful in the home; entertaining items: current best sellers are brass waste paper baskets
- Women's accessories.....remember the "Popcorn" Shirts? Now it's the Coobie Bra in a rainbow of colors. "one size fits all" at \$21.99
- Trendy merchandise sells well when there is *perception of value*: your shopper has in mind the value of an item and perceives your price to be less expensive than anticipated or expected to be.

First Impressions are....

- ❖ What is the view of your gift shop from the front door? Exciting? Interesting? Welcoming? The shopper should want to go inside and see MORE.
- ❖ Emphasize the product in your merchandise presentation. Avoid the temptation to over decorate. Merchandise can be layered, neatly stacked or a cookie cutter display with a repetition of items in a pattern.
- ❖ While the entrance is the prime location for promotions, try using a specific space in your shop that will always showcase the new products. Shoppers will get the habit of checking this area for new items.

Any Excuse For a SALE

The AHVRP publishes a calendar that is a great resource for gift shops. It is a retail guide for "Special Days" throughout the year. Use these days for special sales and promotions in your gift shop:

January 19 is Popcorn Day

January 29, National Puzzle Day

January 27, Chocolate Cake Day... can't you just see, a free slice of cake to the first twenty customers!!!

February 5, Friendship Day....move to the front of the shop all your cards, flowers and gift ideas for that special friend

February 21, Love Your Pet Day

This calendar is \$17 plus shipping and, in addition, each month has information for gift shop volunteers. One example is a Training Check List. Another is Customer Service Tips. Available at the AHVRP web site or email at ahvrp@ahvrp.org or call 312.422.3939.

Paula Faverio
VAHAV Gift Shop Chair



SPONSORSHIP

The Sponsorship Committee would like to thank all who contributed to the Educational Conference in Richmond, October 2012. Without your generosity, the conferences would not be as successful as they are. The names of the organizations and the event they sponsored are listed below: VAHAV SPONSORSHIP REPORT OCT. 2012 HOSPITAL AUXILIARY EVENT SPONSORED Auxiliary of Augusta Medical Center Contribution--Audio Visual Chesapeake

General Hospital Auxiliary Keri Hall, MD, MS, "Infectious Disease Issues in Hospitals
Community Memorial Healthcenter President's Reception Community Memorial
Healthcenter Auxiliary Dr. Vetovec, Heart & Health Issues Educational Session
Danville Regional Medical Center-Danville Shannon Lambert, "Getting the Most
Out of Your Fundraising Events" Inova Fairfax Hospital-Merrifield Jeff Doucette,
"INHALE SOME HELIUM; IT'S TIME TO LIGHTEN UP Fauquier Hospital-Warrenton
Monday night banquet keynote speaker Medical College of VA-Richmond
President's Reception, Dr. Vetovec, Lillian Gibson Inova Fair Oaks Hospital
Auxiliary-Fairfax Ursula Butts, RN MSHA, "Putting the "I" in Diversity Inova Mount
Vernon-Alexandria Margaret M. Cullivan, "Lights, Camera, Action" Lake Taylor
Transitional Care Hospital Scrapbook Contest Mary Immaculate Hospital-
Newport News Pastor Kevin Rosenfeld, "Ministering & Healing through our Tears"
Mary Washington-Fredericksburg Monday Night Banquet Norton Community-
Norton, Hospitality suite Prince William Hospital-Manassas` Hospitality suite
Riverside Tappahannock Hospital Audio Visual Rockingham Memorial Hospital
Auxiliary President's Reception Sentara CarePlex Hospital-Hampton Lillian
Gibson, "Relationship Based Care" Sentara Virginia Beach General-Virginia
Beach Pastor Kevin Rosenfeld, "Ministering & Healing through our Tears" Sentara
Northern Virginia Medical Center Lillian Gibson, "Relationship Based Care"
Southern VA Regional Med Center-Emporia Barbara Lenhardt, "Gift Shops"
Stafford Hospital LLC Monday Night Banquet UVA Auxiliary-Charlottesville
Kimberly Newton, RN, "Getting Unstuck" Virginia Hospital Center Monday Night
Banquet Winchester Medical Center Aux-Winchester Paul Spiedell, "Legislative
Issues" VENDORS SPONSORSHIP First Uniform Opening Session Recognition
Dynamic Cookware VAHAV Board Meeting Lunch Ultimate Linen Opening
Session Recognition Volunteer Software Education Workshop Masquerade
Opening Session Recognition Banquet Dinner Recognition.

Alane Lovern

SCHOLARSHIP

The Scholarship Committee was pleased to host, on behalf of the VAHAV, volunteers from a member hospital. One of them worked in their gift shop and the other was a board member. On their application they stated:

“None of us have ever attended the conference and would truly love to go, but financially are strapped by the economy. Our auxiliary is small, but hardworking.”

At the Wednesday morning breakfast, they told me that they really appreciated the opportunity to be included and that they found the sessions to be most helpful. One of the things that they got from the conference was the opportunity to network with volunteers from other places. As they said, their auxiliary is small but they found some things are the same as in larger hospitals. They are looking forward to next year. I told them to start saving their pennies and I plan to do the same!

Bettie Moores
Scholarship Chair



BIOs of our New Officers

President, Doris Jean Raynes

Doris Jean was born and grew up in the town of Shenandoah, Virginia, a bustling little town full of energetic activity during the railroad days.

She is married to her childhood sweetheart, Pat, and they have a son and a daughter and grandchildren.

Doris Jean volunteered many years as a Church Secretary, taught Church School, and is now serving as the Registrar at her church. She is a member of the Belmont Community Ruritan Club in Harrisonburg, VA.

She volunteers at Rockingham Memorial Hospital in Harrisonburg, VA. She has held the offices of Treasurer, Vice President and President of the Volunteer Auxiliary as well as serving on the Special Events Committee. Doris Jean chairs the Comfort Toy Project and assists with many fundraisers.

Doris Jean has served on the VAHAV Board as Corresponding Secretary, Education/Resource Chair, and Piedmont District Chair.

President-Elect, Alane Lovern

Alane Lovern, “a coal miner’s daughter”, is a retired educator, having taught thirty-six years in the Wise County Schools in Southwest Virginia. She served as a Lead Math/Science Teacher in Wise County and was actively involved in sponsoring student and athletic organizations as well as being a member of professional education organizations. In the early seventies, she was named “Business and Professional Woman” of the Business and Professional Women’s Clubs in Southwest Virginia.

Alane is blessed to be a proud mother/mother-in-law of two sons and their wives as well as a doting “Mimi” to two “spectacular” grandchildren. She is an active member in the First Presbyterian Church of Pound, VA.

Upon her retirement, her desire to serve inspired her to join the Norton Community Hospital Auxiliary and Volunteers, Norton, VA. She now serves as the President/Gift Shop Manager of the NCH Auxiliary and Volunteers and “wears many hats”. Alane is the past VAHAV Scholarship Chairman and is currently Sponsorship Chair. She looks forward to serving alongside President Doris Jean Raynes as President-Elect and hopes to visit and meet as many VAHAV auxiliaries and members as possible.

Conference Coordinator, Carolyn Johnson

Carolyn Johnson was born and grew up in Roanoke, Virginia and is a retired nurse.

She met and married the “love of her life”, Johnny, and they have a son and daughter-in-law and a daughter and son-in-law along with two precious

grandsons. Peter and Jude and she and Johnny live in Rocky Mount, where they celebrated their 50th wedding anniversary last December.

She has been a volunteer at Carilion Franklin Memorial Hospital since 1985 and, after retirement, she has served in many areas of her church, auxiliary, VAHAV, and community. Carolyn is currently President of the Auxiliary, President of the Community Partnership for Revitalization in her town, teaches Sunday School and serves on the VAHAV Board but her most special job is being a grandmother or “BaBa”, as she is called.

Carolyn is looking forward to serving once again as Conference Coordinator for the VAHAV in 2013 and to working with Doris Raynes and Alane Lovern.





EDITOR'S REMINDER

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

OR

LLShelton1@verizon.net

**DEADLINE For the April Issue Is March 1, 2013.
Thanks!!**

WHERE DO I FIND...

WHERE DO I FIND...

President: Doris Jean Raynes, president@vahav.org
President Elect: Alane Lovern, presidentelect@vhav.org
Past President: Rochelle Grey, pastpresident@vahav.org
Treasurer: Harry Russell, treasurer@vahav.org
Recording Secretary: Marion Barnwell, recordingsecretary@vahav.org
Conference Coordinator: Carolyn Johnson, conferencecoordinator@vahav.org
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Communications: Charlie Alford, communications@vahav.org
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Gift Shop: Doris Gallup, giftshop@vahav.org
Legislative: Emily Brooks, legislative@vahav.org
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Northern District Chairman: Jimmi Barnwell, northerndistrict@vahav.org
Piedmont District Chairman: Paula Faverio, piedmondistrict@vahav.org
Southwestern District Chairman: Donna Raines, southwesterndistrict@vahav.org

Hospital Auxiliary News



Northern District

The VAHA conference in Richmond was a blast! Northern District (ND) had the largest number of persons attending the conference (66). Inova Mount Vernon Auxiliary (IMVA) had the largest number of persons attending from any auxiliary - fifteen. The ND's basket was won by someone from the Prince William auxiliary. First place was won by Mary Washington in the Scrapbook competition. Kudos to the Northern District for a job well done.

Many Northern District auxiliaries served in different conference capacities. Louise Hopkins, Paul Peterson, Arylene Meyers, Tom Rupp, Bill Foster, Frank Ringquist, Steve Argubright, Becky Armstrong, Chuck Caputo, Helen Poli and George Souza served as facilitators. Serving as hostesses were Pat Bradley, Betty Embrey, Carolyn Butler and Lileen Burleson. Barney Barnwell and Harry Russell served as hosts for the entertainment.

The Entertainment was provided by the Virginia Barbershop Chorus. They sang those old memorable songs we all know and patriotic songs we sang along with them. There was a Jazz Trio for the President's Reception that was good and some people danced to their music. In the Hospitality Room, Jazz Guitarist, Jessie Spencer, played Jazz, Blue Grass, Country and Gospel music. There was so much fun, singing and wine drinking in the Hospitality Room that the people did not want to leave.

This was one of the best attended conferences we have had in a while. The workshops were entertaining and informative. There were workshops on the Gift Shop, Heart and Stroke Issues, Fundraising, Relationship-Based Care and many more.

Our Spring District Meeting will be held May 14, 2013. The host for this meeting will be the Prince William Auxiliary. More information will come later. I am hoping to see all of you there,

Jimmi Barnwell, Northern District Chair

Hampton Roads

Yes, Hampton Roads.....We have a District Chairman!! I am Bonnie Langer, Auxiliary President, Sentara Obici Hospital, Suffolk, Virginia. I am new to a lot of this as I am only in my second year as President. I started my volunteer career 3 and ½ years ago so hopefully everyone will be easy on me while I learn as I go.

I attended the VAHAV conference in Richmond this past October along with my Vice President, Treasurer, Assistant Treasurer, and Gift Shop Manager, Jean Banks, joined us for one day.

Our Auxiliary has purchased baby spoons which will be given to each newborn at the hospital. We have given a \$1000.00 donation to the United Way. We also donated \$500.00 to the Horton Wreath Society, which is our local Veterans' Cemetery. The Society raises money to purchase wreaths to put on the graves at Christmas.

We hosted our Christmas Masquerade fundraiser, which is always huge.

Our hospital has been awarded, by NRC Pickers, a gold level award for scoring at or above 75 percentile for customer service. We have also received a Path to Excellence Award.

We are extremely proud of everyone, including the volunteers who go the extra mile for our patients. I am looking forward to 2013, hoping to meet others in our District and to working with everyone.

Bonnie Langer
Auxiliary President

Inova Fairfax Hospital

As the gift shops sparkled with holiday decorations and lovely gifts to buy, the Auxiliary was getting set for a new season and team. Officers were elected at the October membership breakfast meeting, and they were officially installed at a lunch and ceremony on December 8th at the Waterford Fair Oaks. Taking over for retiring President Bill Foster is Suzanne Perry. Tom Rupp, a volunteer since 1997, will serve as Vice President. Barbara Whitford will be Recording Secretary and Barry Wickersham, Corresponding Secretary. Ruth Harrold returns as

Treasurer. Heading up the Nominating Committee is Ben FitzGerald; Sabrina Davis and Carol Robinson join him as members of the committee.

A reception was held for the nursing scholarship recipient and a basket/bake sale was also held in early December.

Members of the Auxiliary were invited to join in the celebration of the official dedication of the new South Tower of Inova Fairfax Hospital on December 14th. The Auxiliary gave \$1.5 million to this newest wing of the ever-growing medical campus. With the new floors to cover, volunteer teams are being organized to cover the shifts. An exciting new year is just about ready to begin.

Judy Shapleigh

Rockingham Memorial Hospital

Best wishes for a happy New Year to everyone! Rockingham Memorial Hospital Volunteer Auxiliary (RMHVA) has been very busy since our last newsletter.

In September we held our Annual Volunteer Banquet which was a huge success. Our RMH Gift and Floral Shop made the beautiful centerpieces which were given out at the end of the evening. The food was delicious and a good time was had by all.

Since our own Doris Jean Raynes was being installed as VAHAV President, RMH served as the Social Host at the Annual Conference in October. I had the privilege of installing the officers for the new VAHAV Executive Board. It was a wonderful event and we look forward to a productive upcoming year.

December was just one special event after the other! Our annual Volunteer Holiday Social was held December 7th. This is always a festive time and we always enjoy getting together in this informal setting. We continued to hold our annual "Christmas Cookie" sale as well as the annual raffle. This was a huge success as always. Those cookies just flew off the table! Santa always takes time from his busy schedule and shows up at the sale complete with his very

own RMH badge. And, of course, the season wouldn't be complete without the always-anticipated "Masquerade" sale. As usual, this is always a huge success and this year was no different.

I hope all of you enjoyed a blessed Holiday Season and have a happy, healthy new year.

Paula Faverio, President, RMHVA

Sentara Northern Virginia Medical Center

As the year winds down, we find ourselves as busy as ever. To ensure our junior volunteers feel like part of our team, nine of them assisted other auxiliaries with a 5K run that started on our Northern Virginia campus and ended at the NOVA Woodbridge campus. It was a rainy and cool day but they had a great time and played key roles. The Saturday before Halloween, several more of our juniors received a guided tour of the hospital morgue. They also saw demonstrations in our main laboratories. A little ghoulish but you can't blame us for thinking outside the box! We are also working on a new Facebook page for them.

Fund raising has continued at a hurried pace. Monthly receipts for Baby Photos makes it consistently one of our top money makers, and our second annual craft/vendor fair attracted 13 vendors. The same day we had another very successful bake sale that netted nearly \$500. Our Gold Show revenues are a bit in decline, but we are hoping to prop up our coffers with our first ever Linen Show in mid-November. This year's annual Love Light Tree fund raiser was successful as well as the proceeds from our annual pecan sales, which is always a huge staff favorite. Our Love Light lighting ceremony was December 2nd and we enjoyed the refreshments and entertainment by the New Dominion Choraliers.

The VAHAV conference in Richmond was memorable for its outstanding speakers, workshops, and overall organization. It's obvious a lot of time and effort went into the planning effort, and we are grateful.

The new Auxiliary board of directors will be installed at our Winter Luncheon on December 14th. We look forward to their energy and insights as we move into the new year.

Steve Argubright

University of Virginia

It's been an activity-packed fall for the UVA Hospital Auxiliary. The Board kicked off their September meeting with a wonderful presentation from Dr. Avinash Agarwal, a transplant doctor at UVA, who gave an update on the \$4,000 Venture Award that he received from the Auxiliary last year. The award was to help expedite the medical testing requirements of patients prior to their kidney transplants.

During October, our President and President-Elect had the opportunity to attend the VAHAV Conference in Richmond and reported back to our Board the information obtained during the conference. As always, our October Board meeting was one of the highlights of the year with the awarding of \$23,400 in Venture Awards to 22 doctors, nurses and staff members for innovative programs that they initiated which will benefit patients and their families. In conjunction with October being Breast Awareness Month, *Flourish*, our Positive Image Boutique at the Emily Couric Clinical Cancer Center, held numerous special activities such as hand massages, advice from a nutritionist, weekly raffles, etc. *Flourish* boutique sales "blossomed" during the month.

In November the Board met at the UVA Transitional Care Hospital (TCH) to hear an informative program about TCH, learn about volunteer activities there, and take a tour of the hospital. During this meeting we welcomed Executive officers from the Culpeper Auxiliary who toured TCH with our members and then enjoyed lunch with the UVA Auxiliary officers. We then went to the Emily Couric Clinical Cancer Center for a tour of *Flourish*; a welcome by R. Edward Howell, UVA Medical Center CEO; and a presentation of our Music for Healing program. The UVA Hospital Auxiliary and the Culpeper Auxiliary have exchanged visits for the past several years and it is always an enjoyable time to make friends and share ideas.

During November we also held two vendor sales, "In the Bag" and "Masquerade Jewelry," in addition to these two sales, the Auxiliary held their "Ornaments of Christmas Past" sale.

The 29th annual Lights of Love ceremony took place on December 5th and was held in the Emily Couric Clinical Cancer Center. *Flourish* held their Holiday Sale in conjunction with Lights of Love.

Jane McLaughlin

Virginia Baptist Hospital

The Virginia Baptist Hospital Auxiliary Board recently established, upon her retirement, The Linda A. Charlton Merit Scholarship Award, in honor of Linda's 21 years as manager of The Gift Shop and The Baby Shop. The award will be given to a teen/college volunteer who exhibits exceptional customer service skills and dedication to their volunteer role at VBH. The first recipient is a young woman who began volunteering while a student at Liberty University. In her three years of volunteering at VBH, she gave over 900 hours of volunteer service. She is now pursuing her MA at Hofstra University in New York.

In addition to the Charlton Award we have given scholarships this year to three Junior Volunteers planning careers in the medical field.

We have just had our last vendor sale for the year and are readying for our second annual **Photo with Santa** event. A VBH volunteer, very convincingly, plays Santa, with his wife as an elf, while another volunteer is the photographer. The finished products are very professional pictures. We are looking forward to another successful fundraiser for the auxiliary.

Our new auxiliary officers were installed in November and they will undoubtedly have new ideas for projects to set our sights on. It's always exciting to see what the new year will bring.



Annual Survey Report

for

The Virginia Association of Healthcare Auxiliaries And Volunteers

Number of Volunteer Hours and Donations for October 2012

<i>District</i>	<i>Count Of Hospitals</i>	<i>Number Of Surveys</i>	<i>Number Of Adults</i>	<i>Adult Hours</i>	<i>Number Of College Volunteers</i>	<i>Number Of Teen Volunteers</i>	<i>Number Of Teen Hours</i>	<i>Donations To Facility</i>	<i>Donations to Community</i>	<i>Donations To Scholarships</i>
Capital	12	9	1133	178,077	586	187	26,034	\$685,315	\$31,739	\$48,850
Hampton	12	10	2746	515,222	358	599	19,240	\$1,066,567	\$93,911	\$48,200
Northern	15	12	4373	510,182	254	1029	57,703	\$2,205,527	\$64,247	\$97,800
Piedmont	10	10	2293	362,135	400	257	18,435	\$472,369	\$27,319	\$64,950
Southwestern	13	11	578	121,464	176	42	1,831	\$90,505	\$30,635	\$21,800
Grand Total	62	52	11,123	1,687,079	1774	2114	123,242	\$4,520,283	\$247,851	\$281,600

Annual Survey Data Comparisons for Last Six Years

<i>Year</i>	<i>Number of Hospitals</i>	<i>Number Returning Survey</i>	<i>Number of Volunteers</i>	<i>Number of Hours</i>	<i>Dollar Contributions</i>
2012	62	52	15,011	1,810,321	\$5,049,734
2011	62	50	12,565	1,758,330	\$4,593,350
2010	62	62	15,221	1,802,236	\$7,456,622
2009	64	59	14,463	1,607,622	\$5,528,715
2008	61	46	12,222	1,658,193	\$5,823,928
2007	68	49	12,993	1,468,544	\$4,589,244



Annual Survey Report Continued for

Virginia Association of Healthcare Auxiliaries And Volunteers

Survey Data for DVS, Gift and Thrift Shops, and Legislative Data

October 2012

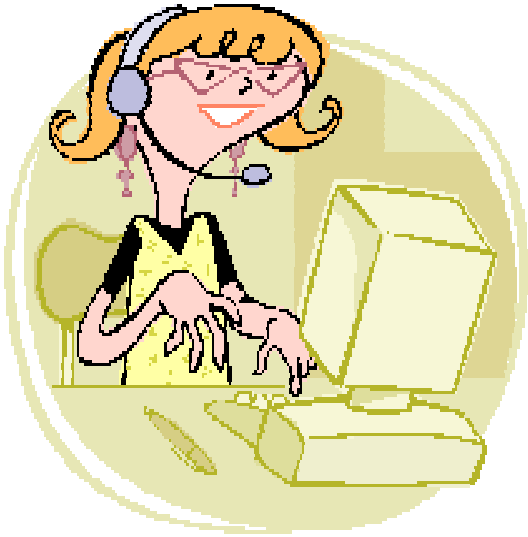
<i>District</i>	<i>Number of Surveys</i>	<i>DVS Paid</i>	<i>Non Paid DVS</i>	<i>Gift Shops</i>	<i>Gift Paid Manager</i>	<i>Gift Volunteer Manager</i>	<i>Thrift Shops</i>	<i>Thrift Paid</i>	<i>Thrift Volunteer</i>	<i>Legislative Chairs Manager</i>
Capital	9	6	6	0	7	3	4	0	0	4
Hampton	10	9	9	0	8	8	0	2	1	4
Northern	12	10	10	0	11	4	7	7	5	8
Piedmont	10	10	9	1	9	7	2	1	1	5
Southwestern	11	6	6	0	7	2	5	0	0	6
Grand Total	52	41	40	1	42	24	18	10	7	27

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From John Randolph Medical Center, Question: At the annual conference the gift shop presentations are geared for large, successful operations. How can we learn about smaller, struggling operations like ours? How can we network with other similar smaller, rural gift shops?

For all of you that returned your surveys, we thank you and hope that next year we can get 100% on the returns.

A WORD (OR TWO) FROM YOUR EDITOR....



It seems that every day's news brings us information about another bizarre shooting where innocent victims lose their lives.

I want to ask each of you reading this newsletter to stop for a moment and pray for the victims and their families in Newtown, CT as well as all the other victims and families who experienced violence and loss in 2012.

We also need to pray for the persons accused of committing these acts of violence and their families. Those families are suffering too.

Thank you.

Loretta Shelton

Musings from your Editor:

A small body of determined spirits fired by an unquenchable faith in their mission can alter the course of history. [Mahatma Gandhi](#)

You are never too old to set another goal or to dream a new dream.

[C. S. Lewis](#)

In the long run, we shape our lives, and we shape ourselves. The process never ends until we die. And the choices we make are ultimately our own responsibility. [Eleanor Roosevelt](#)

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