

Hospital Volunteer Feedback



Kentucky Hospital Association
January 2020

Join Us for District Meetings

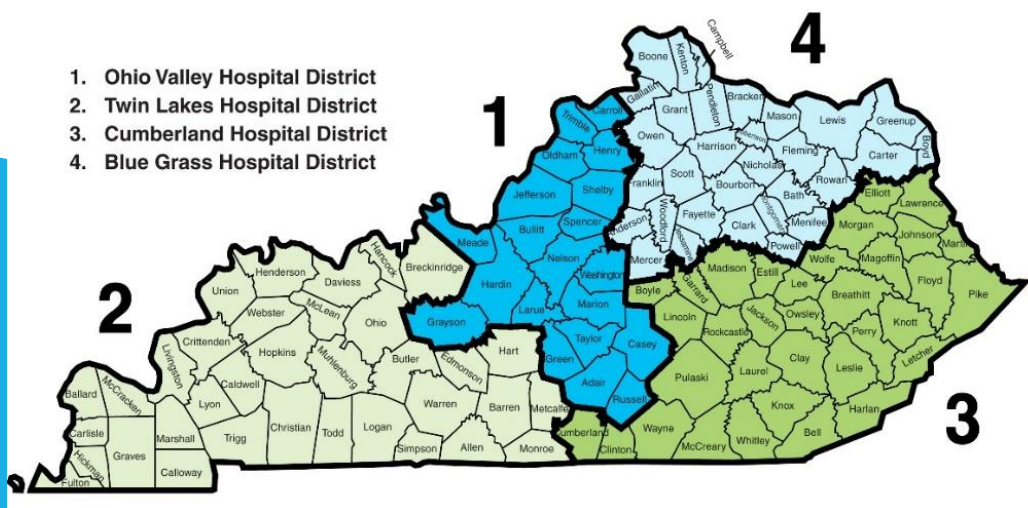
The Kentucky Hospital Association Committee on Volunteer Services invites volunteer and auxiliary members to attend an upcoming District Meetings. This series of meetings will give members a chance to learn about the programs and events planned in 2020. Topics to include:

- ❖ Fundraising
- ❖ Open forum with discussion on challenges and opportunities
- ❖ KHA Convention Volunteer Day 2020

District:	Location:	Date/Time:
1: Ohio Valley	Flaget Memorial Hospital Building B; SCN room	Friday, March 6, 2020 10:00am – 2:00pm
2: Twin Lakes	Ohio County Hospital	Tuesday, March 24, 2020 10:00am – 2:00pm
3: Cumberland	Hazard ARH Regional Medical Center Main Hospital; Large Conference Room	Wednesday, March 18, 2020 10:00am – 2:00pm
4: Bluegrass	St. Claire Regional Medical Center	Tuesday, March 31, 2020 10:00am – 2:00pm

For additional information or to R.S.V.P. please contact Volunteer Services at volunteers@kyha.com or (502)426-6220. Please include your name and the date of the meeting you plan to attend.

This is a free event with a light lunch served. Please join us for a fun and informational networking event.



COMMITTEE ON VOLUNTEER SERVICES

Adele's

Announcements

Greetings past and present volunteers and welcome to our new members.

It gives me immeasurable pride to think of what we have jointly accomplished in 2019. Each facility, depending on their own talents, successfully invested in their community in one form or fashion, raising the bar across the state. We, as a whole, continue to grow and help shape the future of volunteerism in health care. It's an exciting time to be a part of this group and I hope you are working with us to make it better.

Be sure to mark your calendars to attend a district meeting close to you. While these events are free of charge, space is limited at some facilities, so I suggest that you kindly RSVP.

This newsletter is for you. I want to keep you updated on what's going on, provide resources for you to use and share with others. If you have any suggestions or submission, please submit them accordingly.

Chairperson

Adele DeFosset
Ephraim McDowell Health

Immediate Past Chair

Judy Albrecht
CHI Saint Joseph Health

District 1

Linda Dockery
Sts. Mary & Elizabeth Hospital
Rosemary Keller – Chair Elect
Baptist Health Louisville

District 2

Betty Rucker
Ohio County Hospital
Carla Wallace
Ohio County Hospital

District 3

Adele DeFosset
Ephraim McDowell Health
Jim Butler
Ephraim McDowell Health

District 4

Judy Albrecht
CHI Saint Joseph Health
Rhonda Krumm
Encompass Health Cardinal Hill

Gift Shop Managers

Representative

Roberta Gilbert
St-Claire HealthCare

KSDVS Representative

Dolly Anderson
Baptist Health Louisville

Hospital Auxiliary Representative

Vacant

Volunteer Spotlight



Norton Children's Hospital proudly chose to feature all their volunteers as the Volunteer Spotlight for this edition.

Norton Children's Hospital, Kentucky's only free standing pediatric facility, is fortunate to have an average of 467 volunteers donating over 1,620 hours each month. With a robust Summer Teen Volunteer program, college students and retired individuals, the volunteer pool ranges in ages from 13 – 81. On most days you will find 24 or more volunteers throughout the hallways of the hospital.

The volunteers help or assist in more than 14 areas, including the gift shop, serving as patient/family ambassadors, delivering toys to patients or delivering hot coffee and snacks between meals. According to Brenda O'Bryan, Manager of Volunteer Services, they really will do anything that needs to be done and they do it with a smile while projecting comfort toward our patients and families. "Whether they are helping deliver gifts from Santa for a group visit or taking the coffee cart around for a second or third round because of the high patient census, the volunteers are always up for the task at hand" reports O'Bryan.

Many of the volunteers sign up for additional shifts during the holidays or during days of high census because they know extra hugs, playtime or just giving exhausted parents a break is so important. "Hospitals can be a very stressful, but often times you can see some of the stress melt away when a parent or caregiver is greeted by a volunteer," O'Bryan said.

Thanks to all the volunteers at Norton Children's Hospital for all they do!

2019 - 2020

Call for Nominations

The Committee on Volunteer Services (COVS) will begin accepting nomination for HANDS awards and Carol Walters Teen Scholarship on February 3, 2020.

Award winners will be required to attend the KHA Annual Convention Volunteer Conference on May 21, 2020 at the Marriott at RiverCenter in Covington, Kentucky.

The deadline for both submissions will be APRIL 3, 2020.

Please visit www.kyha.com/volunteers for more information.

Baptist Health Lexington



It was a busy year at Baptist Health Lexington! The hospital had 435 unique volunteers serve the facility during 2019. Adults accounted for 175 volunteers while the student volunteers included both college (81) and high school (179) students. These volunteers combined to contribute 41,583 hours of service.

During the Christmas luncheon, the group was entertained by the choir of a local school that has had several contestants on national TV music competitions. The highlight of the event was when outgoing Auxiliary President Candy Field presented hospital President Bill Sisson with a check to provide \$100,000 in continuing education for the hospital's clinical staff over the next several years. Of course, this was made possible by the amazing hard work of volunteers in the gift shop and Gift Shop Manager Amanda, who had consecutive record-setting years for sales!

In fact, the Auxiliary Board met after the Christmas luncheon and decided to extend their generous support of education to high school volunteers. There are two highly competitive programs at Baptist Health Lexington, the VolunTeen Fellowship and the Southside Practicum. Five students were accepted into each program and the Auxiliary Board decided to fund \$2,500 scholarships for each of these students in 2020!

GIFT SHOP TALK

Valentine's Day is the first consumer holiday of the New Year! Stock up on products that are commonly purchased on Valentine's Day but could carry over for spring such as jewelry, books, candles and candies.

Food for Thought:

- Candy bouquets
- Consider teaming up with local restaurants or the theater to offer show tickets or gift cards as part of your promotion.

Upcoming Events:

Louisville Gift Show

Paroquet Springs Conf. Ctr.
Shepherdsville, KY

February 16, 2020 - 9am-5pm

February 17, 2020 - 9am-3pm

www.rosehillgiftshows.com

Kentucky Gift Shop Managers

meeting will be held during the Louisville Gift Show on Monday, February 17, 2020.

Please contact Roberta Gilbert for more information at 606-783-6514 or volunteers@kyha.com.

Kentucky Society for Directors of Volunteer Services



Sharon Perkins, Director of Education for the Kentucky Hospital Association, presented to nearly twenty health care volunteer professionals who attended the annual two-day education conference hosted by the Kentucky Society for Directors of Volunteer Services (KSDVS). The conference, which cost \$175, included registration and annual membership, was held at Baptist Health Lexington. Those in attendance were educated on Hand Therapy Best Practices by Catherine Weaver, Integrative CARE Coordinator at Baptist Health Lexington, other program highlights included Fundamentals of Fundraising, Recruitment & Retention of Adult Volunteers and How to Cope with High Maintenance Volunteers, Celebrations & Appreciations on a Shoe String Budget, and Teen Volunteer Management. Attendees were also invited for dinner at Palmers Fresh Grill located in Lexington Green (pictured above on the left).

The KSDVS officers (pictured above on right) were also appointed: President - Regina Thompson, St. Claire Healthcare; President Elect/Education Chair - Sara Camic, UK HealthCare; Treasurer - Erin Pittman, St. Elizabeth Healthcare; Secretary - Betsy Hagan, Cardinal Hill Rehabilitation Hospital.

Trigg County Hospital

Trigg County Hospital Auxiliary volunteer members continue to serve in the Gift Shop Monday through Friday. The Auxiliary currently has 24 active members, 20 associate members, 2 honorary members and 2 lifetime members.

The Auxiliary hosted a Holiday Open House at the hospital gift shop on October 18. Themes included Halloween, Thanksgiving and Christmas. The sale was very successful and in addition raffle tickets were sold on a "Hope Basket" for cancer awareness at the sale and the Trigg County Ham Festival. Tentative plans are underway for a scrub sale in February 2020.

A chicken fajita salad fundraiser was held November 6, which included preparing and delivering salads to schools, businesses and organizations. Tickets were sold in advance and proceeds help support Trigg Co. Hospital Auxiliary.

The auxiliary participate in the Festival of Trees at the Janice Mason Art Museum. The theme for the tree was "Have a Beary Merry Christmas". The Festival was open to the public for viewing during the holiday season. Several members provided snacks for hospital associates on Christmas Eve and also gave a Christmas remembrance and card for patients hospitalized on Christmas.

Society for Healthcare Volunteer Leaders

The SHVL Board has excellent things planned for its 2020 Education Conference, March 22-24 in New Orleans! There will also be some built-in time to tour the wonderful city; the event is steps away from the French Quarter! The host hotel is the Sheraton New Orleans, on Canal Street.

Conference registration is now open! Early bird pricing ends January 15. Please visit <http://www.shvlonline.org/> to register and download the conference brochure.

Submitted by: Sara Camic, KY State Representative - Email: sara.camic@uky.edu Phone: (859)323-41177

Saint Joseph, Saint Joseph East, and Jessamine Saint Joseph Hospitals

Guild Board President Judy Albrecht led our association through many activities including attendance and participation at the KHA Fall Volunteer/ Auxiliary Conference at Dale Hollow State Park in September.

A decision was made to re-boot our Noggineer organization, newly named, *Handmade Hope Crafters*. The group consists of talented volunteers lead by Joan Webb to create priceless items for patients, their families, and hospital staff members, including quilt prayer pockets, baby blankets and caps, stuffed toys, and items for cancer patients. Kathy Mattone, Market Director for Spiritual Care, has encouraged members to create prayer blankets and shawls. These outstanding volunteers make such a tremendous difference in so many lives.

After 15 years of exceptional service, Volunteer Service Assistant Gail Berish retired, and Norma Davidson flawlessly took over the responsibilities. Our Volunteer Director Carol Wade retired, whereas Gretchen King has become the new group leader. Anna Taylor will serve as Director of Volunteer Services and Annual Giving.

Many volunteers have taken leadership roles to further the goals of our Guild. Tony Kernan will be working to lead in providing information about college scholarships to senior high school volunteers. Vilma Rizzutti and Donna Kidwell continue to organize great fundraisers. Janet Wiebke worked faithfully to update our Guild Board job descriptions and update our bylaws.

Our 2019 year ended with our joyous volunteer Christmas luncheon held at the beautiful Equestrian Woods Guest House. Thanks to the hard work of Sandy Devers and Ann Hoten, Volunteers were treated to a delicious buffet, prizes, and fellowship.

Baptist Health Richmond



Baptist Health Richmond celebrated the holiday season by recognizing the volunteers who donate countless hours supporting the patients, families and employees of our hospital. On Tuesday, December 10 our volunteers gathered at Boone Tavern in Berea, Kentucky to enjoy the Holiday Volunteer Appreciation Luncheon.

Greg Gerard, President of Baptist Health Richmond, welcomed and thanked the volunteers for their service at our hospital.

Currently, there are 30 active volunteers who serve in the gift shop, emergency department, education, same day surgery, nursing units, medical staff office, employee health, pet therapy and chaplain programs. In 2019, over 4,800 volunteer hours were logged by our volunteers. During the luncheon service awards were presented to volunteers who have volunteered more than 500 hours.

Members are already looking forward to the Spring volunteer appreciation luncheon, which is another wonderful opportunity to show our gratitude to our volunteers.

SAVE THE DATE

VOLUNTEER Conference

KHA'S ANNUAL
CONVENTION

MAY 21, 2020

Marriott at RiverCenter

10 West RiverCenter Boulevard
Covington, Kentucky 41011



Join your fellow volunteers at KHA's Annual Volunteer Convention

This event will provide health care volunteers across the commonwealth with the opportunity to meet, network, share best practices and learn more about the resources available to make their volunteer department a success.

Everyone is welcome.

Crafting Fun

How to Make a Handkerchief Bonnet

Materials Needed: lace handkerchief, needle, white thread, 1/4in wide white ribbon, embellishments (Optional)

Directions

1. Iron the handkerchief flat
2. Fold one edge approximately one inch (this will be the back on the hankie). Depending the size of the hankie or the way you would like the bonnet to look, you may want to adjust this fold anywhere from 1 to 2 inches.
3. Fold the opposite edge toward the first fold approximately 3 inches. Again, this length of this fold may depend on the size of your hankie. Make sure to leave some space between the two rows of lace.
4. Press both folded edges with an iron.
5. Open the hankie and hand stitch running stitches along the first fold. Do not knot or finish this stitch off.
6. Refold the hankie along the pressed line.
7. Now with the first fold, pull on the thread to gather the hanky into a bonnet.
8. When the desired size is reached, secure the thread and finish the bonnet off by adding ribbon at the back of the bonnet.
9. Now with the second fold, take each corner and fold a small edge into the hankie (this will form a small triangle inside the bonnet)
10. Add a length of ribbon for tying onto each corner of the front of the bonnet. If desired, add small embellishments to add a decorative touch.

How to Make a Handkerchief Doll

Materials Needed: Handkerchief, rubber band, polyester fiberfill, Embellishments (optional)

1. Unfold the handkerchief, so you can see all four corners at once.
2. Create a loose knot in each of the top 2 corners of the handkerchief to form sleeves.
3. Holding both of those knots — one in each hand — create the head by using your thumbs to create a poofy space in the handkerchief between the arms.
4. Tuck some polyester fiberfill, tissue paper, or a small piece of leftover cloth into the head area so it will hold its shape.
5. Wrap a rubber band several times around the neck of the doll to hold the stuffing within the head.
6. Lightly tug on the arm knots to bring the edges of her “dress” out — like a sweater would drape open over the stomach area.
7. Move the arm knots closer to the head in order to bring the folds of the dress closer to the center of the doll’s body.
8. Tie a thin ribbon — in a complementary color — around the doll’s neck to hide the rubber band. You can leave the ends of the ribbon long and flowing or cut them short closer to the doll’s neck.

Optional steps:

- If you want to create the effect of a bonnet on the doll’s head, then add a small piece of ribbon around the head. You could glue it or sew it on
- You could also add a piece of lace along the dress bottom.



Suggested Attachment

I am just a little hankie, as square as can be;
but with a stitch or two, they've made a keepsake out of me.
I'll be sent home from the hospital, and used on special days,
and then I'll be carefully pressed and neatly packed away.

Then on the wedding, so I've been told,
every well-dressed Bride must have something old.
So what would be more fitting than to find *Little Old Me*,
A few stitches snipped and a wedding handkerchief I will be!



I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel –

Maya Angelou, American Author



We PAWS to say thanks to our wonderful Pet Therapy Volunteers.

Volunteer Services call upon the Pet Therapy teams a lot throughout the year for various events. These visits mean so much to the patients, their family and staff members.

Thank you for bringing your four-legged furry partner to brighten someone's day.

Please Note: As decided with the KHA Committee on Volunteer Services, newsletters will no longer be mailed to home addresses. A hard copy will be mailed to each facility. The newsletter is also published online at www.kyha.com/volunteers

Thank you for your cooperation!

Are you interested in serving on a KHA Ad-Hoc committee?

We are currently seeking volunteers to be a part of our Ad-Hoc Committees.

Benefits: all meetings are conference calls only (you can do this from anywhere you have phone access), you only participate as needed (a few times a year), NO added responsibilities, you control how involved you want to be with the committee.

Ad-Hoc Committees:

- Event planning
- Fundraising
- Sponsorships
- Newsletter

RECRUITMENT

If you are reading this newsletter and are not currently VOLUNTEERING, won't you please consider giving us a few hours a week of your time? If you don't want to come alone.... Bring a friend. It is a great way to reacquaint yourself with old friends and make some new ones, too. You will surprise yourself at how good it makes you feel, and how much your services are needed. Please consider contacting your local hospital.



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