

Hospital Volunteer Feedback



**Kentucky Hospital Association
October 2019**

St. Claire HealthCare Volunteers Receive Service Award from President Donald J. Trump

Several St. Claire Healthcare (SCH) volunteers were recently honored during the Retired and Senior Volunteer Program (RSVP) summer picnic including five who received a very special distinction from the Corporation for National & Community Service. Luther Adams, Bonnie Bennett, Brenda Bennett, Donna Eggett and Leanna Staggs were presented with the President's Volunteer Service Award. Each of these individuals received gold distinction, which requires a minimum of 500 volunteer hours during the fiscal year.

The President's Service Award was established in 2003 to recognize the important role of volunteers in America's strength and national identity. This award honors individuals whose service positively impacts communities in every corner of the nation and inspires those around them to take action too.

Each recipient received a lapel pin, personalized certificate of achievement and a signed letter from the President of the United States, Donald J. Trump. In part, the letter read, "One of our nation's greatest strengths remains the compassion of our everyday citizens, who give so willingly of themselves and their lives for the benefit of others. Each generation of hardworking and kindhearted volunteers helps to write a new chapter of American greatness, and our nation is proud for your commitment to this honorable tradition."

During the RSVP summer picnic, Years of Volunteer Service Pins were awarded to Ron Fiel (10 years), Siu Lim (10 years) and Mary Camille Dummer (5 years). Veteran volunteers, Luther Adams and Ronnie Brooks, also were presented with award pins in recognition of their service.

As Reported by St. Claire Healthcare



Do you have a cover photo to share?

Submit your photos to volunteers@kyha.com for a chance to be featured on the cover of our newsletter. Featured photos will be chosen at random.

COMMITTEE ON VOLUNTEER SERVICES

Chairperson

Adele DeFosset
Ephraim McDowell Health

Immediate Past Chair

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Gift Shop Managers

Representative

Roberta Gilbert
St-Claire HealthCare

KSDVS Representative

Dolly Anderson
Baptist Health Louisville

Hospital Auxiliary Representative

Vacant

Adele's

Announcements

Wow is all I can say following our Annual Conference! I had a great time and I'm sure everyone else did, too. This was a conference like none before. The hands on activities and education shed a new light on the way we set goals and how to accomplish them. Not to mention we laughed until we cried with the Moron Brothers as entertainment. Many hands make light work, so thank you to everyone who played a role in making it a success.

I'd love to say sit back and enjoy the rest of the year...but I really want you to jump up and get involved. The holidays are huge money makers and the perfect time to recruit new volunteers! Stock your gift shops and host an open house, plan a Christmas Bazaar, host a chili cook-off or a dessert sale for the holidays. There are tons of opportunities awaiting – get out there and get involved.

Wishing you much success in winding out 2019 and gearing up for 2020.

Volunteer Spotlight

Esther and Gene Gift have been volunteering at Twin Lakes Regional Medical Center since 2003. Together, they have volunteered more the 4,800 hours.

On July 13, the Gifts celebrated their 75th wedding anniversary with family, friends and fellow hospital volunteers. During their marriage, they have travelled the country and world for fun and for work (including living and working in Switzerland and Japan).

During their service to TLRMC, the Gifts have been instrumental in the success of several projects. In 2012, when the volunteer department decided to take on the task of a complete chapel remodel, the Gifts were instrumental in several projects including designing and making (with assistance) a custom stain glass panel—the centerpiece of the Chapel. Gene personally designed and built the coffee cart, which is used daily. You will also find them overseeing the Used Book Cart, which brings in hundreds of dollars to the department each year, and welcoming visitors at the Information Desk every Friday morning. Gene has personally been a regular contributor to the KHA Volunteer Feedback newsletter for many years, until he recently resigned from the role.

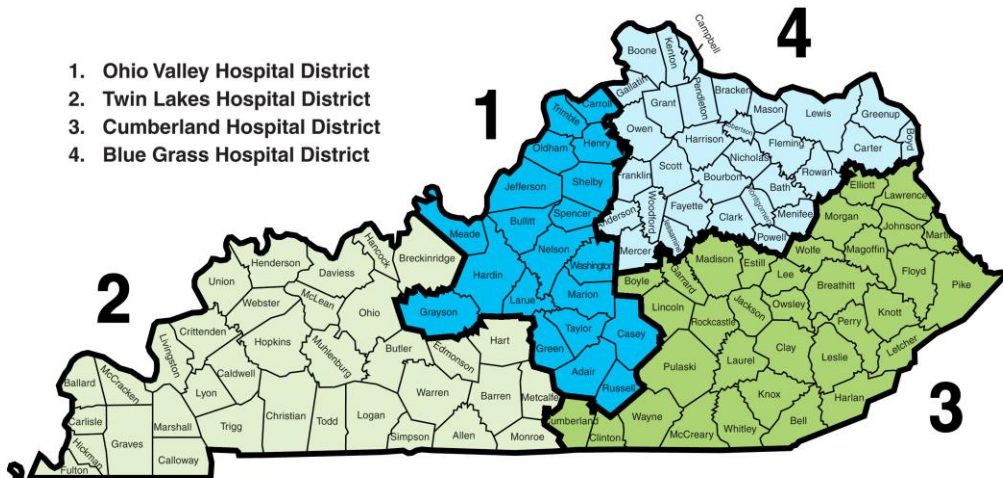
Pictured below are the Gifts with their son and daughter-in-law in the renovated hospital chapel (right) and upon winning Volunteer of the Year at TLRMC (left).

Thank you, Gene and Esther, for all your do!



KNOW YOUR DISTRICT

1. Ohio Valley Hospital District
2. Twin Lakes Hospital District
3. Cumberland Hospital District
4. Blue Grass Hospital District



GIFT SHOP TALK

Running a hospital gift shop is no easy task. The challenges can be many to meet the needs of employees, patients, their families and visitors. We are here to help!

In this new section of the newsletter, gift shop managers, volunteers, employees along with auxiliary members are encouraged to send comments, question and suggestions for the publication. Roberta Gilbert, St. Clare HealthCare Gift Shop Manager and representative for the COVS, has agreed to assist in making this section all about Gift Shop Talk. Please send correspondences to volunteers@kyha.com and you may be featured in our next newsletter.

Food for Thought:

- There's a chill in the air: Promote those cozy throws and wraps.
- Display more expensive holiday merchandise first.
- Make small card tents with 'stocking stickers' on them saying, "\$10 and under Stocking Stuffers" and "\$5 and under Stocking Stuffers."
- Host a Black Tuesday Open House the Tuesday before Black Friday to kick off the holiday season.



Join Us For District Meetings

You asked for it and now we are coming to you. During the Annual Volunteer Conference KHA staff member, Sharon Perkins announced that district meetings would be held twice a year beginning in Spring 2020. The meeting locations will be chosen in advance and everyone is welcome and encouraged to attend.



Call For NOMINATIONS

The Committee on Volunteer Services (COVS) is currently accepting nominations for new members to fill vacant positions on the committee.

For more information or nominations please contact volunteers@kyha.com

Follow us on social media!

KHA Volunteer Services



- Latest KHA news and events
- Share ideas on fundraising and recruiting
- Instant networking
- Inspiration
- Challenges to grow and improve



www.kyha.com/volunteers

Your complete access guide to:

- Volunteer Feedback
- Presentations
- Events

IN THE NEWS



Harrison Memorial Hospital (HMH): HMH Auxiliary members participated in a fundraising night at Cynthiana Dairy Queen. The event raised \$360.86 in only a few short hours.

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.

Trigg County's Bicentennial Celebration is in 2020 and the Hospital Foundation has proposed a Pin be made, which would represent the Hospital, the Foundation and the Auxiliary. The Foundation will sell the Pin and split the proceeds from the sale with the Auxiliary.

The Auxiliary recently purchased a powered air mattress for \$3,150.00 and received a request from the Med-Surgery Department for an electric Hoyer Lift Chair. The Lift Chair request is currently on hold.

A Fundraiser planned for November 6 and the Auxiliary will sell Fajita Chicken Salads. Members will contact businesses, offices and organizations to take orders and sell tickets for this fundraiser. Flyers and announcements for this event will go out to the community.

Several members traveled to the Louisville Gift Show in August to purchase merchandise for the Gift Shop and some new items went on sale in September.

ARH Volunteers Honored



ARH honored the more than 225 men and women who give of their time and talents as volunteers for the ARH system of hospitals in eastern Kentucky and southern West Virginia during a special ceremony in their honor. Approximately 100 volunteers and staff members attended the event, representing 12 ARH communities. During the event, attendees enjoyed guest speakers, entertainment, a meal, and awards were presented.

During the Volunteer Appreciation Event, the Harlan ARH Hospital Auxiliary was presented with the Outstanding ARH Auxiliary Program of the Year Award for their youth volunteer collaboration project.



The ARH President's Award for Volunteer Service Winners included: Patty Justice, Tug Valley ARH, for her dedicated 33 years of service; Polly Sizemore, Hazard ARH, for her faithful 17 years, averaging about 175 hours of service a year; and Rita Vest, Morgan County ARH, as a very dedicated volunteer for the past eight years, providing approximately 250 hours of service each year.

Top Photo: Harlan ARH Volunteers, Outstanding Program winner. **Left Photo:** Rita Vest (on the left) and Patty Justice (on the right) with ARH President and CEO Joe Grossman (center). **Right Photo:** Polly Sizemore (unable to attend ceremony) as she holds the award in front of the Gift Shop at Hazard ARH.

A SUCCESSFUL CONFERENCE FOR KHA'S MOST DEDICATED VOLUNTEERS

Thank you to the attendees of the 2019 Volunteer Conference that took place on September 26-27 at
IN CASE YOU MISSED IT Dale Hollow Lake State Resort Park.

This annual conference convened and celebrated KHA's most dedicated volunteers who provide invaluable support to the facilities and communities served. At the conference, attendees were able to:

- Access exclusive information and training exercises from KHA staff members: Sharon Perkins, Tammy Wells and Shea Lykins.
- Attend an open forum Community Panel with input from Wayne Meriwether, CEO at Twin Lakes Regional Medical Center, Jessica Toren, Foundation President at Mercy Health- Lourdes.
- Experience an informational session by Nick Hale, public affairs officer for Kentucky State Police, Post 15 about the community benefits of the Trooper Teddy and Trooper Island Programs and why your support is needed.
- Learn how to start, grow and retain a Teen Volunteer program presented by Brenda O'Bryan, Norton Healthcare and Kim Ollish and Rebecca Rowe, Ephraim McDowell Health System.
- Network with hospital volunteers strengthening their ties to KHA and the volunteer community. (We heard from many attendees that they loved seeing their fellow volunteers and "stealing" their ideas!)
- Learn tools and build new skills to foster continued growth as successful volunteers and leaders, with topics including fundraising, recruitment, social media engagement recommendations, volunteer opportunities for inside and outside of the facility and beyond.
- HANDS award winners presentations.
- A special performance from the Moron Brothers that we are still laughing about.

Last but not least — celebrate all that volunteers do!

To explore the conference presentations, please visit www.kyha.com/volunteers

If you have any questions, please email volunteers@kyha.com or call 502-426-6220 for more information.

**Kentucky Hospital Association
 FALL VOLUNTEER/AUXILIARY CONFERENCE
 Dale Hollow State Resort Park
 September 26-27, 2019
 EVALUATION RESULTS**

5 = Excellent, 4 = Very Good, 3 = Good, 2 = Fair, 1 = Poor

	5	4	3	2	1
Overall Program	22	2		2	
Facility	21	4			
Luncheon	23	1	1		
Dinner	18		1		
Moron Brothers	17	1		1	
Park Ranger	18		1		
Vendors/Sponsors	17	3	1		

Suggested Future Topics:

- Best Practice for running a hospital gift shop.
- Opioids
- Recruitment
- Bylaws
- More in-depth topics
- Infection Control

Additional Comments:

- Attendance was low: maybe go back to one-day
- Location/facilities of conference were beautiful; food was great
- We need a microphone to pass along to audience members
- Really enjoyed the conference-it was informative and professional
- This was my 3rd conference and was the best so far! The Smart Board was a great idea and will be used for years to come. Thanks to KHA Staff, especially Shea for making me feel welcome: I look forward to coming again.
- Presenters need to be more aware of time limits, but very good conference
- Please send an email w/attendee and presenter information
- Enjoyed every minute!
- Very well done! I gained a lot of beneficial information
- Great conference, I can tell you worked extremely hard

THANK YOU to our sponsor and vendors for their support during our Annual Conference.

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POP-UP GIFT SHOP
PROVIDED BY:

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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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