

volunteer link

NOVEMBER/DECEMBER 2010

VOLUME 5 ISSUE 6

AUXILIARY BOARD MEMBERS

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Pam Wagner
1st Vice President
Pam Bruce
2nd Vice President
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Liz Roberts
Assistant Treasurer
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Peg Meyer
Ways & Means
Loma Meyer
Scheduling

AUXILIARY MISSION

To supplement the work of paid staff in delivering excellent service and ensuring our volunteers opportunities to learn and grow.

AUXILIARY VISION

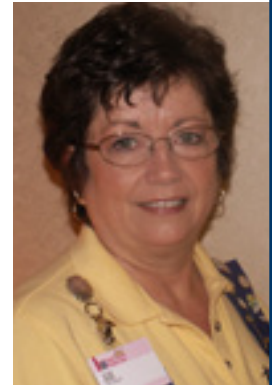
To be recognized as a valuable resource in the field of health care. Inspired by a philosophy of continuous improvement, through a visionary approach, provide volunteer management in all aspects of program development and exceed customer expectations by providing a friendly and positive atmosphere.

AUXILIARY VALUES

To demonstrate, in all we do, the Baxter Regional Medical Center values of Hospitality, Enthusiasm, Respect, Ownership, Excellence and Sensitivity.

greetings from auxiliary president jill chandler

Hello again to all of you wonderful volunteers. Like me, are you in feeling the holidays fast approaching? Where has the time gone? It seems like yesterday that we were in the dog days of summer, and now the beautiful fall weather is starting to wane toward a more winter breeze. The days are shorter, nights are longer and before you know it the holidays will be descending upon us followed by the New Year. I, for one, find myself in eager anticipation of it all; however, for some, the time can be stressful tempers run short. Often things don't turn out as we hoped, or we might be missing a loved one. We need to be mindful of others as we go along our way through the holidays and be in tune with their time of stress. We are so blessed and have so much to be thankful for this season. You know, Thanksgiving and Christmas aren't just about receiving gifts or even giving them. It's truly about realizing how wonderfully blessed we are to just BE, to have good health, the love of family and friends, live comfortably and share our good fortune with others. That's what we do here at BRMC. We bring our smiles and our warm and friendly personalities to work with us. I pay attention. I notice you as you escort a patient, deliver a card or newspaper or just doing your task at hand. I pass you in the hallway or in the cafeteria and I'm always amazed at what I see. I see smiles, laughter and genuine caring for one another. Isn't that the greatest gift we can give...our time, ourselves? You amaze me. You are constantly giving to others. You are a special breed of humanity, and I am proud to call you friends.



I would be remiss if I didn't do my job and include a few reminders with this letter to you. Remember our state projects: W.H.A.L.E., H.E.L.P. and Medic Alert. If you've not taken a moment to check the Medic Alert program and our affiliation, please do. There are a lot of imposters out there. We have placed Medic Alert brochures in the lobby area and in the gift shop. It can be a life saver. Don't forget to save your Best Choice labels and put them in the special boxes that are placed throughout the hospital. Remember the Auxiliary Holiday Gift Wrap Fundraiser Project and the Community Christmas Tree Lights in honor or memory of someone. They are \$5 each, and you have until December 22 to purchase them.

Thank you to our volunteers who participated in our first "Phone-A-Thon" for the Lend-A-Hand Campaign. You were awesome! Also, thank you volunteers who made pledges toward the campaign. Did you know that every penny from the Lend-A-Hand Campaign goes to support our four Community Houses? How about the volunteers in those houses and others who work off site, thrift shops, doctor offices and clinics! What a wonderful job you do in representing BRMC. Well done, everyone!

In closing, let's join together in harmony, love and respect for by doing so we help make our little piece of the world a bit brighter as we promote good health and happiness.

Blessings,
Jill Chandler

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Baxter Regional
**VOLUNTEER
SERVICES**

from the dvs becky rose

It is hard to believe that 2011 is almost here! We finished the year with many remarkable accomplishments and I must say, had a lot of good times. BRMC Auxiliary is the largest Hospital Auxiliary in the Great State of Arkansas, donated the most hours, and is 2nd in financial donations compared to other hospitals. At the State Convention this year, BRMC received the 5 Star Award, as well as the Fundraising Award for Hospitals over 100 Beds with the Midnight Madness Pink-A-Dilly Sale. **Carolyn Hannon** represented our interests as President of the Arkansas Hospital Auxiliary Association this past year at the national level. **Pam Wagner** was installed as the AHAA Newsletter Editor, **Sharon Huffmire** is serving as the AHAA North Central District Chair and **Jean Adams** is serving as the AHAA North Central District Secretary. BRMC Auxiliary is a leader in service to our community and state.

We will be facing many challenges in the coming year, and with the volunteer's help we will overcome and share in the successes. Plans are being developed for volunteer training in order to be prepared to meet the coming challenges, understanding that everything we do is to ensure the safety of the volunteers as well as the safety of all who walk through the doors of our facility. You will notice we are working on placing Volunteer Schedulers and Team Leaders in various departments. We need each volunteer engaged in the commitment to quality service at BRMC.

I want to take this opportunity to thank each of you for the many hours you have donated and your continued commitment to making BRMC the healthcare facility of choice. BRMC Auxiliary is an amazing group, and I am honored to work with you. Your Auxiliary Board has done an awesome job in leading this volunteer group. The H.O.P.E. Committee members have been great mentors, and our Volunteer Schedulers and Team Leaders have been true blessings. **Vicki Rouse**, **Debbie Swan** and **Kim Bryant** have done a remarkable job with all of the new projects we started this year! It takes a team approach to have the success we have here at BRMC.

We must continue to count our blessings, encouraging each other as well as our staff, visitors and patients. I like to think of the service of our volunteers at BRMC as being the place where heaven comes down to earth. Thank you for sharing a little bit of heaven with us, and I hope you will choose to continue to journey with us. I want to thank you for choosing BRMC to volunteer your time and talents and wish you a blessed Christmas and Happy New Year!

save the date!

All events held in the Lagerborg Dining Room

November 30 & December 1	Jewelry Sale
December 3	Auxiliary Birthday Celebration <i>November and December birthdays</i>
December 6 - 24	Holiday Gift Wrapping Main Lobby, Monday - Friday, 7 a.m. – 3 p.m.
December 15	Auxiliary General Meeting, 1:30 p.m.

2010 rating

The Volunteer Customer Service Goal is to be in the 90th Percentile, which equals a Mean Score of 90.2.

Current Score 86.6

committee reports

MEMBERSHIP

Reported by Pam Bruce

September 2010

Total Membership	650
Total Active Members	448
Total Hours Volunteered	10,237.25
Total Accumulated Hours	90,443.50

Welcome New Members

Barbel Appleton	Barbara Buffon
Lorie Ciszek	Ted Ciszek
Angie Jensen	Sharon Lund
Bernadette Parr	Steve Rogers

BARGAIN BOX

Reported by Connie Appleby

September 2010

Total Sales	\$10,912.38
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FLIPPIN BARGAIN BOX

Reported by Connie Appleby

September 2010

Total Sales	\$4,871.66
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PEEK-A-BOOTIQUE

Reported by Connie Appleby

September 2010

Total Sales	\$1,095.57
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PINK-A-DILLY

Reported by Liz Roberts

September 2010

Total Sales	\$25,349.10
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TREASURER

Reported by Connie Appleby

September 2010

Checking Balance	\$53,156.17
Money Market Balance	\$6,768.92
Available Funds	\$59,925.09

committee reports

MEMBERSHIP

Reported by Pam Bruce

October 2010

Total Membership	668
Total Active Members	448
Total Hours Volunteered	10,425.25
Total Accumulated Hours	100,868.75

Welcome New Members

Jed Backus	Dick Baltz
Jane Barnhill	Mike Curd
Maggie Edgerton	Charlotte Fredricks
Emily Herb	Kailey Hughes
Margo Moody	Jeanne Peterson
Ivan Petross	Kathleen Petross
Janet Schuster	John Uhrhammer

BARGAIN BOX

Reported by Connie Appleby

October 2010

Total Sales	\$11,872.00
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FLIPPIN BARGAIN BOX

Reported by Connie Appleby

October 2010

Total Sales	\$4,520.41
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PEEK-A-BOOTIQUE

Reported by Connie Appleby

October 2010

Total Sales	\$1,122.99
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PINK-A-DILLY

Reported by Liz Roberts

October 2010

Total Sales	\$21,582.34
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TREASURER

Reported by Connie Appleby

October 2010

Checking Balance	\$56,441.00
Money Market Balance	\$11,779.62
Available Funds	\$68,220.62

happy birthday!

DECEMBER

Mina Stahl	9	Jill Chandler	21	Kathy Swan	10
Larry Luman	1	Ellen Noker	22	Jed Backus	11
Sharon Hilton	1	Gene Lotgering	23	Anna Sue Hickman	11
Vicki Brockmeyer	1	Denise Garrett	23	Connie Pace	12
Laura Rouse	1	Kailey Hughes	23	Kate Kingrey	13
Bonnie Sorenson	2	Oral Olson	24	Phyllis Bacon	15
Jim Sommer	2	Rose Heinzelmann	24	Joyce Green	15
Frank Willett	2	Ginny Kerns	25	Ivan Petross	16
JaneAnn Duncan	2	Roger Perreault	25	Ann Amick	17
Yvonne Perreault	3	MaryIn Evans	25	Lorna Meyer	17
Tammy Johns	3	Marcia Hagen	25	Josephine Painter	17
Beverly Wells	5	Clare Osoba	26	Helen Stewart	17
Kay Eggers	5	Martha Sanford	26	Cheryl Jennings	19
Ken Kunkel	6	Adele Bettenhausen	27	Lydia Stauber	19
Bobbie Bozen	6	Jack Demjen	27	Theresa Boekholder	20
Mary Petty	6	Carolyn Saul	28	Mary Bouras	20
Ginger Lunyou	7	Cowanda Nisbett	29	Donna Griffiths	21
George Imig	8	Dee Marks	29	DeLinda Hess-Sump	21
James O Connor	8	William Weaver	31	James Shaffer	21
Marilyn Gonzalez	8	Wanda Brown	31	Samantha Shipman	21
Amanda Lawrence	8			Virginia Haines	24
Joyce Pumford	9	JANUARY		Ronnie Murphy	24
Janice Chapman	10	Bonnie Sappington	1	Mary Rhoades	24
Kate Brainerd	11	Blake Starkey	1	Joyce Rooney	24
Lula Talbott	12	Alice Fraser	5	Bri Smith	24
Don Zeller	13	Sperry Storm	5	Judy Clark	25
Mary Ruth Motsinger	14	Dolores Willems	5	Alice Peck	25
Yolanda (Butch) Paris	16	Barbara Helm	6	Courtney Lunyou	26
Rich Jannick	16	Velma Evans	7	Jackie Davis	27
Lynn Kunath	16	Ingrid Nelson	7	Cathy Kohnen	27
Kevin Meyer	16	Willa Cope	8	Aileen Tolliver	28
Marilyn Snyder	18	Richard Ellsworth	8	Janet Brown	30
Len Modlinski	18	Susan Thompson	8	Sharon Litty	30
Amanda Quarrie	18	Carin Vostatek	8	Robert Sladek	30
Billie Carman	19	Debbie Larry	9	Lorie Ciszek	31
Ed Tunnicliff	20	Sue Smyth	9		
		Sharon Bell	10		



auxiliary holiday fundraisers • • • • •

COMMUNITY CHRISTMAS TREE Located just outside the BRMC Main Entrance, the tree is lit from donations to honor and remember special people. These lights may be purchased until December 22 for \$5 each at Volunteer Services.

GIFT WRAPPING Drop off your gifts in the Main Lobby from 7 a.m. to 3 p.m. beginning Monday, December 6. Gift wrapping will continue until Friday, December 24.

collect your best choice labels!

Just a reminder that we are still collecting Best Choice UPC labels...and we need yours! We are getting ready to turn in our first collection, but will continue collecting year round. All proceeds will benefit the BRMC Auxiliary in direct support of the BRMC Community houses. Thanks for your support!

what is the volunteer uniform?

We need your help ensuring volunteers are easily recognized by our visitors and staff. Please be sure to have your badge visible and attached to the collar of your shirt. If you choose to wear a lanyard please make sure your name is visible. Also, please note what the volunteer uniform code is:

- Yellow polo shirt with Volunteer Services Logo, Navy slacks or skirt for women (please no other color) and sensible shoes.
- Over the Yellow Logo Shirt you may wear the Yellow Logo Scrub Jacket sold in Volunteer Services for \$20.00. Volunteer Logo Shirt must be worn at all times when volunteering.
- Under the Yellow Logo Shirt you may wear a navy or white long sleeved shirt for warmth.
- Also sold in the Volunteer Services Office is a Long Sleeved Button Down Logo shirt for \$25.00 (Mens and Ladies sizes) or Long Sleeve Logo polo shirt (generic size) for \$20.00.
- Classic uniform is still acceptable.

If you have any questions, please contact Volunteer Services. It is our goal to present a professional image at all times, so please make sure you are aware of the uniform code and help us with the goal. We know we can count on the volunteers!!

xl7/brmc 'healthy connections' program schedule

Tune in to "Healthy Connections" on XL7 (Suddenlink channel 22) at the following times:

- **Wednesday, 7:30 a.m.**
- **Wednesday, 7:00 p.m.**
- **Friday, 10:00 p.m.**
- **Saturday, 5:30 p.m.**

inclement weather policy

BRMC does not expect our volunteers to come in to volunteer during inclement weather. Please listen to KTLO or visit www.ktlo.com, and if schools are closed, you do not have to come in. Although you are not expected to come in, if you would like to help and feel you can safely get to the hospital, we know the departments and patients would appreciate your assistance.



a great gift!

The Paws for the Cause 2011 Calendars are now available at the Peitz Cancer Support House, weekdays 9 a.m. to 4 p.m. Calendars are \$10 each, and all proceeds benefit programs and services of the PCSH.

For more information, call the PCSH at 508-CARE (2273).

mfcoa events scheduled

Aging in Pain!

The Mruk Family Center on Aging will host an "Aging in Pain" Lunch & Learn on Tuesday, December 7 at noon at the MFCOA. Orthopaedic surgeon **Terry Green, M.D.** will discuss carpal tunnel syndrome and other orthopedic problems. Are they caused or compounded by aging?

Cost for lunch is \$7. Or bring your own lunch, and the program is free. Call the MFCOA at 508-3880 to register.

Fall Prevention

A "Fall Prevention" program is scheduled for Monday, December 13 at 10 a.m. in the Lagerborg Dining Room. **Mary Watson MSN, APRN-BC** from Veteran Administration Hospital in Little Rock will discuss ways to prevent a fall from occurring as we age.

Each participant will receive a booklet on doing their own home evaluation. Call the MFCOA at 508-3880 to register.