

PRES-SCRIPTIONS

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2013 Board of Directors

Elected Officers

Chair—Debbie Cook
 Chair Elect—Joe Burwinkle
 Secretary—Susan Korbach
 Treasurer—Kathy Wharton
 Treasurer-Elect—
 Mary Ann Burwinkle

Facility Coordinators

Hospice—Ann Leigh
 Kaseman—Ardella Cirks
 Main—Natalie Miller
 North Campus—Claudia Pacini
 PMG Rio Rancho—
 Judith Philcox
 Rust Med Center—
 Charlotte Johnson

Committees

Care Fund—
 Vern Van Klompenberg
 Historian—Maggie Strickland

Prescriptions is the publication of Presbyterian Healthcare Services, Volunteer Services Dept.
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NOTES FROM THE CHAIR

DEBBIE COOK

2013 is now here! As we begin this new year together, I want to express my gratitude to all of our Presbyterian volunteers. You are the heart of our organization. As you commit to another year of giving of yourselves, I would like to encourage you to embrace each new day with a renewed purpose. We are living in a challenging world. Your presence can change others perspective as they walk through their experience with Presbyterian. A smile, helping hand, kind word, guidance in the maze of unfamiliar surroundings, or a listening ear can offer comfort and peace to those entering our doors. I encourage you to be open to those around you, perhaps stepping out of your comfort zone. Cherish each moment. You can never tell where your influence stops.



I look forward to serving as your Chairman this year. Please consider helping with Daffodil Days (March 18-23).

December Jewelry Sale Results!

Thanks to our dedicated volunteers, the December jewelry sale was very successful, and Volunteer Services netted \$4,489.00!

My heartfelt appreciation goes out to the following enthusiastic, committed volunteers: **Debbie Cook, Diana Jones, Kathy Wharton, Betty Walkup, Toni Montoya, Brenda Knisely, Belva Malone, Becky Diaz, Lucille Duran, Esther Reynolds, Barbara Valenzuela, Pat Kauffman, Karen Groebner, Tola Wiegand, Renie Garcia y Griego** and **Jeannie McDonough**. You were a terrific team!

Joanne Martinico
 2012 Volunteer Services Chair

HOURLY AWARDS

50 Hours

Rosstin Ahmadian
 Jessica Belmares-Ortega
 Kristin Caplan
 Rhea Hayes
 Janet Heindel
 Theresa Jenkins
 Justin Laird
 Josie Mayberry
 Jeanne McDonough
 Leanna McKeever
 Marjorie Moon
 John Norwood
 Joshua Nowlin
 Karen Passmore
 Lynn Seiler
 Tiffany Vigil
 Jackie Von Loh
 Shannon Wisler
 Teddy Wodajo

250 Hours

Christine Clayton
 Linda Davis (PK)
 Mike Foegen
 Jerry Fossenier
 Ellen Hovis
 Jean LaPointe
 Paul Meyer
 Dellen Penner
 Martin Smith
 Mary Ann Stone
 Mary Ruth Swearingen
 Linda Wilkinson

500 Hours

Mary Symons
 Steven Weiss

1000 Hours

Patricia Kauffman(PK)

Hour awards reflect hours accumulated through December 2012.

PMG RIO RANCHO

JUDY PHILCOX

The volunteers of PMG Rio Rancho were surprised by the sudden resignation of Erica Johnson, our volunteer manager. We wish her well.

Once again, a special thanks to all the volunteers who come in on a regular basis to provide service to patients, staff, physicians, visitors and the community, especially during this brutal flu season. Stay healthy!

NORTH CAMPUS

HEALTHPLEX & AQUATICS, NORTHSIDE & PAC
 CLAUDIA PACINI

A special thanks to Yilma Vogel—Satellite Gift Shop Volunteer Manager, **Julie Naro**—Healthplex & **Patty Ahr**—Pool, who coordinate volunteers at each of their respective sites. The scheduling, phone calls, obtaining subs & training provided on site consumes time, energy and finesse, so thank you very much!

Special thanks again to the Gift Shop Inventory helpers: **Diana Jones, Brenda Shirk** (PN), **Toni Montoya** (PAC), **Kathy Lujan** (ALL shops) and **Perry Massey** (ALL shops). The Holiday Party for the Satellite Gift Shop volunteers was a success, those unable to attend were missed. Northside was the one satellite gift shop to remain open throughout the holiday week thanks to volunteers **Karen Passmore, Natalie Guidry, Ida Woods** and **Betty Brown**. **Jenny Paulson-Peterson** will be returning as a sub and we are excited to have her back. PAC continues to do well. The additional hours of operation have made a big difference and we will continue to extend hours as volunteers become available. Thanks to all the volunteers at Northside and PAC for making 2012 another successful year.

The Healthplex members stay in shape through gym workouts, yoga and the new zumba classes. Our volunteers keep busy by greeting members, folding towels, helping with mailings or any other tasks that come their way. The schedules adjust to fit the needs of the Plex and the volunteers, so we see **Manny Armijo** now as a greeter-sub and **Linda Sanchez** and **Louise Bumstead** alternating duties on Friday.

Safe travels to **Pat Roehm** who travels to Texas to visit a friend and **Gail Long** who is visiting grandchildren. Get well wishes go to **Pat Kaufmann**.

The mermaids are busy in the balmy tropical climate (less the palm trees) of the Aquatics Pool, with a water temperature of 92 degrees. Our volunteers are busy checking in clients, working on files and making sure the proper pool wear is used. **Patty Ahr** reports that all is well with her team of long-term volunteers.

HOSPICE

ANN LEIGH

Compassion, Comfort, Dignity—These are just a few words that describe the skilled care our Hospice/Home Healthcare teams deliver to hundreds of New Mexico families each day. Just around the corner is one of the most unique, fun and special fundraising events in our community which supports this program—**DAFFODIL DAYS!** Year after year, the proceeds from this one event provide care for countless hospice patients and families in need.



Daffodil Days began as a fundraiser in 1984, with no computer lists, no budget, just a few volunteers and a whole lot of faith. St Paul's Lutheran Church donated the space for the flowers to be prepared and volunteers stayed late into the evening cutting flowers. Support for the event was wonderful: local news stations covered the event, 4H girls constructed giant paper daffodils that were given to businesses, the Mayor of Albuquerque read a proclamation about hospice, and the weatherman from the Today Show, Willard Scot, even wore a daffodil in his lapel as he announced the event.

Over the years, Daffodil Days has grown to be one of our largest fundraisers. Last year more than 160,000 fresh daffodils were prepared, distributed and sold with the help of more than 500 volunteers.

Mark your calendars for March 19 & 20 (Prepping the flowers) and March 22 & 23 (Sales). Check your mail for specific information regarding volunteering or call your Facility Volunteer Coordinator.

DID YOU KNOW???

- Daffodils are members of the Narcissus family.
- Daffodils originated in southwest Europe.
- There are over 25,000 varieties of daffodils and they come in yellow, white, orange and even a peach/pink shade

Scholarship Funds for PHS Volunteers!

The PHS Volunteer Healthcare Scholarship was established in 2012 due to successful fundraising efforts. These funds are to be awarded annually for scholarships for PHS Volunteers who wish to advance their careers in a healthcare field. Funds can be used for tuition, books or education lab expenses while the academic work is being completed.

Applications Due: March 1, 2013 (Official Transcripts Required)

3.0 GPA required

Scholarship amounts will range from \$500 to \$1,500

Application information is now available through your Volunteer Program Manager.

CARE FUND

VERN VAN KLOMPENBERG

The Presbyterian CareFund Program provides financial assistance from the Presbyterian Healthcare Foundation for qualified Presbyterian employees, retirees or volunteers who experience an emergency or catastrophic financial hardship.

2012 End of Year Disbursement totals:

CareFund 88 employees assisted for a total of \$128,038.63

PTO Fund 29 employees assisted for a total of 1,618.77 hours which equals \$37,103.51

PH MAIN

NATALIE MILLER

We are very excited to be offering a brand new scholarship to Presbyterian volunteers who are pursuing a career in healthcare. As you may have noticed, applications are available through your volunteer manager. The deadline is fast approaching (March 1), and the time is short to get together all the required forms and transcripts. The funding for this scholarship comes from the jewelry sales that are held each year. Sources of revenue for Presbyterian Volunteer Services include Gift Shop sales, Lifeline leases, Baby Photos and funding from grants.

On that note, I would like to thank all our gift shop volunteers at the downtown facility. Your smiles and courtesy to patients, families, visitors and staff members are a welcome bit of sunshine. I know your help behind the scenes is also much appreciated. Did you know that in 2012 the total sales from ALL our gift shops was \$904,390? With 54 volunteer pitching in, the average yearly sales for each volunteer was \$16,748. Keep up the good work!

One last thought: February 17th is Random Acts of Kindness Day. I think EVERY DAY is Random Acts of Kindness Day for a volunteer.

A cheerful look brings joy to the heart.

DIRECTOR'S REPORT

GARY MARSJANIK

I'd like to take the opportunity in this month's newsletter, as we start a new year, to welcome all our new volunteers to Presbyterian. I've had the pleasure to meet most of you and find that in most cases the qualities we look for in a volunteer have not diminished over time. The same caring attitude and eagerness to give back to your community, which is also demonstrated by our seasoned volunteers, is very evident. I would like to invite those individuals who are new to volunteering to explore all the possibilities that are available within Presbyterian Volunteer Services. We have many new and exciting programs planned for this year such as: a Patient Falls Prevention Program, the Ronald McDonald House Family Room and the Healing Through Music Program just to mention a few. We are here to help you achieve your personal goals as a volunteer. Please speak to your volunteer manager, or me, if there is anything we can do to enrich your volunteer experience. I'm looking forward to a great year for volunteer services and we can only achieve our goals with your help.

Thank you for all you do.

PRESBYTERIAN KASEMAN
ARDELLA CIRKS



The Kaseman Campus is under construction and seeing much overdue change to the campus, so it is a very exciting time! In line with these changes and construction of the new OR, Volunteer Services at Kaseman did recently receive notice of an unexpected move to a temporary location in February!! Sometimes with change we have to be flexible, so we will just keep the idea of the new space we move into in May (2nd and last move) with a window view in the back of our minds! The move is scheduled for Friday February 15th and we will have movers who will be lifting and transporting the contents of the Volunteer Office, Storage Closets, and Jackie's office. The volunteer Check-in Desk will be temporarily moved by the main lobby in a room in-between the Chapel and Ad-

ministration. This room is currently an unmarked door that will house the desk to sign in on, and the coat rack for your things, as well as the coffee pot cart for the main lobby. Look for **signs** to guide you or ask the **info desk** volunteer! Jackie's office will be in **Administration** temporarily in a room next to the Pinon Conference Room. We apologize for the quick changes but Jackie has asked me to have you to stop by her office while you are on campus so she can give you a tour as she would like to make this transition as smooth as possible!

As one of the Volunteers in the OR/Recovery Area, it will be hard to see it close its doors on February 1st. Jackie has been coordinating with each of the 15 volunteers to make sure their needs are met in their new departments which they will start in on the week of February 4th! The OR will miss them greatly!

Another positive change is that we are welcoming a few new volunteers to the Gift Shop: **Josie Mayberry** (Wednesday PM), **Phyllis Gonzalez** (Saturday AM), **Josie Ramirez** (Tuesday AM) and **Valerie Trujillo** (Gift Shop sub). Welcome to the team! Thank you to **Diana Jones & Wayne Presser** for their help with Gift Shop inventory. Thank you to all our Gift Shop volunteers for making 2012 another successful year.

The theme seems to be change for Kaseman this month, and as always thank you for all that you do for the patients, visitors, and staff through these daily challenges!



Ronald McDonald Family Room Volunteers Needed!

In April 2013, an exciting new program will be added at the Presbyterian Hospital and we need your help! A Ronald McDonald Family Room will open to provide families with a positive environment where they can rest and regroup, while being only a heartbeat away from their child. The Family Room is created to give personal respite right inside the hospital for families of children undergoing medical treatment. The Family Room provides many of the comforts of home to help alleviate the anxiety of being in a

hospital environment, providing a place to snack, do laundry, rest or reflect.

Research shows that a family presence in the hospital helps children heal faster and cope better. Staying close by allows parents to better communicate with their child's medical team and improves adherence to complicated treatment plans. Ronald McDonald Family Rooms provide an oasis of calm for these families while increasing their ability to advocate for their child. They can find comfort, care and support without leaving their child's side. The Ronald McDonald Family Room will be run by staff and volunteers who work closely with hospital staff to provide the most comfortable and relaxing environment possible. Volunteers offer comfort and care for the families as they are dealing with the illness of their child. Apply to become a Family Room Volunteer today by contacting Volunteer Services at 841-1501.

“Music to Our Ears”...New Volunteer Program About to Kick Off

By: Jenny Johnstone-Smith

Healing Through Music was approved as a new volunteer program at Rust Medical Center. This program, implemented at Pres Main, was honored with the *Salute to Excellence Award* at the NMHA (New Mexico Hospital Association) Auxiliary/Volunteer Services awards dinner this past September. Rust kicked off the program by putting a recently donated baby grand piano to use.



Volunteer **David Phelan** was very excited to draw upon his skills as a previous music educator, chorus, and orchestra teacher. The response throughout the hospital, from employees to patients and families was, “WOW! What a great thing to do!” Everyone spoke of the soothing affect the music had on them. Additional musicians will be recruited, to provide comfort in patient’s rooms and in wait areas throughout the hospital and POB.

Do you know any musicians who may be interested in providing an exceptional patient experience by performing and sharing their music talents? Please have them call me or stop at the front desk to pick up an application. A Volunteer Services application may also be printed from our web page: <http://www.phs.org/PHS/programs/Volunteer/Opportunities/>.

If you know of anyone willing to donate appropriate sheet music, have them give me a call. We have ordered some music, but I’m sure David will appreciate the variety. And when you hear David entertaining on the second floor above the atrium, you’ll know he is on site to entertain patients and staff with great music from the ‘40s and ‘50s. David will be here on Friday’s, between 8:00am and 12:00 noon.