

Chit-Chat

Riverside Community Hospital Auxiliary

Chit-Chat Newsletter –Spring Edition – April 2011



COMING EVENTS:

4/9	Health Fair
4/18-22	Volunteer Week
5/4	Fundraiser–Cookie Lee Jewelry
5/14	Recognition Luncheon
5/17	SIC Meeting–Murrieta
6/3	Blood Drive
6/24	Scholarship Luncheon
7/4	4 th of July Holiday

President's Message

By Carla Davis



This year we are celebrating our 85th anniversary.

A big CONGRATULATIONS to all the volunteers for their many years of service.

When the auxiliary was founded in 1926 it was primarily women's volunteer committees.

Many changes have happened over the years with additions to the hospital. The E.R. and the second floor maternity wing were remodeled and we now have a new heliport.

While some of our jobs have been eliminated by technology, we have increased our service with some new programs: cuddler, music and pet visitor.

On our 80th anniversary our slogan was "Stepping out of the Box". It was a challenge to the volunteers to go the extra mile in expanding our service. This year we need to dedicate ourselves to our Vision Statement – VCARE.

Volunteers provide Compassion, Attention, Response and Efficiency in the service they provide to our patients, visitors and staff.

So let's all keep up the good work.

1926



2011



Letter From Lil



Happy Spring Everyone,

National Volunteer Week is in April and this is the perfect opportunity to say thank you from the bottom of my heart to each and every one of you. I also want to pay tribute to the entire auxiliary past presidents and board members who help chair the different areas of service that make our volunteer services department one of the best service organizations in the area.

Our healthcare environment continues to change with the economic environment and health regulations. Our recent presentation by Fran Paschell, Sr. VP, CNO, brought home the message that you are all empowered to make a difference in providing each patient an outstanding experience.

Our department 2011 Performance Improvement Goal is to make a positive effect on the "Responsiveness of Staff" in the HACAPS score. If each and every one of you does just a little extra for each of our patients, you will make a difference. Please let me know if there are any tools or training that I can assist you with to make that happen.

Have you noticed our bulletin board outside the volunteer desk area? In response to many of you asking questions concerning what your auxiliary board is doing, Donna Sands is posting auxiliary news and what is happening in our department. Do you have something you would like posted?

Last but not least, save the date May 14 for our Volunteer Recognition Luncheon. This is our big RCH thank you to our volunteers! Formal invitations will be sent out soon with all the details.



As you see patients and visitors enter, please say: **"Welcome to Riverside Community Hospital."**

When you discharge a patient, please say: **"Thank you for using Riverside Community Hospital."**

When you enter a patient's room, always ask: **"Is there anything else I can do for you?"**

When you see people in the hallways: **SMILE!**



MESSAGE FROM THE CEO



Dear Friends,

Happy Spring! This year is a very special year, as our Auxiliary is celebrating its 85th anniversary. I would like to first thank our auxiliary president, Carla Davis and director, Lillian Reyes-Maples for the support and leadership that they have demonstrated over the years. In addition, I would like to take this opportunity to recognize all of our volunteers during National Volunteers week, April 10-16th. I can't express my appreciation enough for all your hard work, outstanding dedication, and service that you provide here at Riverside Community Hospital.

Our volunteers are a vital part of our hospital team, and play a number of important roles. They are often the first person patients and their families see when they visit our facility. They are an integral part of the patient care experience, providing information and support. And they are the smiling faces you pass by in the hallway.

The Senior Team and staff acknowledge the valuable contributions our volunteers make to our hospital each and every day. We recognize that you all share a common bond; dedicating your time to care and serve others. You truly make a difference!

I would like to recognize one very special volunteer. Dorothy Blunden, who is celebrating 50 years with Auxiliary of Riverside Community Hospital. Please help me congratulate Dorothy as our 2010 Volunteer Frist Humanitarian Award recipient. Dorothy has been recognized for donating more than 27,764 hours of service, and holds the record for the most hours donated by a volunteer. She has been a model to other volunteers of what it truly means to give of yourself and to serve others. Thank you Dorothy for your many years of dedicated services here at Riverside Community Hospital.

At Riverside Community Hospital, we celebrate our volunteers not only during National Volunteers week, but all year long. **"Hands that Serve-Hearts that Care."**

Sincerely,

A handwritten signature in black ink that reads "Patrick D. Brilliant". The signature is written in a cursive, flowing style.

Patrick Brilliant

President/CEO



Gift Corner

By Peg Jones



We're showing signs of spring in the Gift Corner. Bunnies are beginning to hop about to make children happy on Easter morning. Our bunnies are ceramic, chocolate and plush, something for all ages. Beautiful boxed Easter and Mother's Day candy will be available.

Speaking of spring, we have garden flags, windsocks and a new assortment of wind chimes. Our stepping stones will brighten up any flower garden. We always have flower vases and our fresh green plants and flower arrangements by our florist are available to take to the patients in the hospital.

We have extended our Breast Cancer Awareness merchandise to a complete section. Black and pink Breast Cancer Awareness T-shirts came in this week in all sizes.

A new order of Hello Kitty jewelry came in this week. We have different sizes of earrings, necklaces and plush dolls, plus bracelets, key chains, and metal lunch boxes. Our first order of metal lunch boxes went right out the door but we have another order coming soon, we hope.

Do you like bling? Our initial bling key rings have been so popular we had to reorder a new supply. Our very newest item is a SD stamp roller which is to use across your address that come in the mail to prevent identity theft. We will be getting a texting dictionary for all of you sending text messages.

A new assortment of beanie babies, including Charlie Brown and his pals are new to our shop. We have hand puppets as well as all the plush animals that are favorites.

We found some darling miniature clocks and new salt and pepper shakers on our last shopping trip to Los Angeles. Some of our spring merchandise is not in yet so we will be happy and surprised when it arrives. We will be going to Los Angeles again before this is published. Each week we put out new purses and jewelry. Remember, new merchandise comes in every week, so come in and browse.



Thank You



Patient Satisfaction – Doug Borden

During the fall 2010, Riverside Community Hospital began a year-long program to improve or enhance the patient experience at our facility. The program, known as the Patient Experience Collaborative will redefine or refocus the hospital's efforts in providing safer and more effective patient care.



The hospital's Patient Satisfaction "travel team" members are:

Patrick Brilliant, President, CEO

Fran Paschall, Sr. vice president, Chief Nursing Officer

Barbara Frank, director, Surgical Unit

Michelle Martin, charge nurse

Annette Ashe, manager, Social Services

Doug Borden, volunteer

Other volunteers serving on the "home team" are Gladys Sullivan and Donna Sands, along with some additional employees. As you can tell, the "team" concept is recognized as the most effective way to accomplish any challenging task.

Volunteers are a critical component to the success of this program. Because volunteers are assigned throughout the facility, we can provide valuable service with our observations and actions.

Volunteers can assist with the success of the collaborative in two critical areas:

- Communication
- Cleanliness

Communication – After assisting a patient, family member or anyone else who needs assistance, ask if there is anything else you can do for them. If someone (patient or family member) asks you to do something, follow through with the request to the best of your ability, or, find someone (nurse, assistant, etc) who can. Please be observant of the "call lights" outside of patient rooms – don't ignore or avoid them. Enter the room and ask the patient if you can help them. If nurse assistance is required, summon a nurse. The white boards mounted in the patient rooms contain important information that can guide you.

Cleanliness – Throughout the day, take note of the facility cleanliness. Keep gloves in your pocket so you can dispose of debris immediately. Contact EVS quickly for larger issues that may need their attention. In patient rooms, take note of their condition. If the room doesn't appear as clean as you would expect if your loved one was there, let the nurse know – nurse name and phone number are listed on the white board. Nursing staffers are aware of this important issue so don't be afraid to discuss your observations with them.



Remember volunteers are an important member of the Hospital team.....

Meet Grace



Many of our volunteers have talents or accomplishments that we may not be aware of.

One such lady is Grace Adams, who for many years has been an enthusiastic walker, participating in many marathons, locally, statewide and even a few out of state. She has won several awards in her age group.

She said that she became interested when she joined her son and wife in race walking. She joined the Inland Empire Race walkers group comprised of approximately 40 members from the area. It's a versatile group. Members select the type of activity according to their abilities. Some run, ride bikes, race walk or regular walk. They wear special shirts so that they are easily identified in marathons or

group activities.

Grace states that although she started out as a race walker, she has had to slow her pace to regular walking. She can still do a 5K marathon with no problem. The impressive point is that she doesn't plan to give it up.

The marathon she is most proud of is that she completed a 26.2 mile progressive marathon in San Francisco a few years ago.

After many years working as a bookkeeper, she retired at age 62. She has been a valued auxiliary member for 25 years. She started working in the Gift Corner and then progressed to what she knows best, its bookkeeper. She still holds that position and is helping to transfer the work from manual to computer.

In addition to her duties in the Gift Corner, this sharp lady has conscientiously served on the auxiliary executive board as treasurer since 2003.

Grace is a true Californian, born and raised in the Santa Ana area. She moved to Riverside In 1938 and this has been her choice of residence since that time.

She is a widow and blessed with a son and daughter-in-law, two grandchildren and three great grandchildren. She said they are all walkers including some of the younger children who are encouraged to get involved. Sounds like a testimony to fitness!

Keep up the great work, Grace, you are an inspiration to all!



CAHHS Convention - Donna Sand, President Elect

In February I attended the CAHHS (California Association of Hospital Health Systems) Convention. This was attended by auxiliary members, Gift Shop managers and directors of Volunteer Services. The goal of the conference was to learn how we could use the potential of our volunteers to help the hospital reach new heights.

We were welcomed by many California hospital executives. They were able to give us an update on what will be happening in the health care system in the future.

The sessions were face to face and personalized. Attendees were able to meet fellow volunteers and learn what works and does not work at their hospitals. There were many different sessions and we were able to attend. I attended sessions pertaining to fundraising and volunteer management. Marie Gaglia and Carla Davis attended sessions pertaining to gift shop management and stock.

We came away with many new ideas that can be implemented in our HCH Auxiliary to make us more effective in what we are trying to accomplish.



Donald and Magdalene Boone – 50th anniversary



Donald and Magdalene “Maggie” Boone, of Riverside, celebrated their 50th anniversary Dec. 31, 2010 with a party at the home of their son Tim Boone and his wife Patty in Riverside. They were married Dec. 31, 1960, at St. Anthony’s Catholic Church in East Falmouth, Mass.



Mrs. Boone has been a volunteer at Riverside Community Hospital for 20 years, putting in more than 19,000 hours of service.

Their travels include trips to Mongolia, China, South Africa, Botswana, Mozambique, Zimbabwe, Italy, Germany, France, Russia, the Republic of Georgia, the Azores, Mexico and Hawaii.

Their children include Michael and Teri Boone, of Riverside; and Donna and Arn Malliett, of San Rafael. They have five grandchildren and four great-grandchildren.

A trip to Muai completed their anniversary celebration where Maggie had the thrill of riding a zipline.





Birthdays



APRIL

Elizabeth Battaglia	04/01
Angelita Beretta	04/01
Meenakshi Nagappan	04/01
Brittany Oros	04/06
Joan Singletary	04/07
Amy Alhindi	04/08
Marge Cole	04/12
Helen Crum	04/12

Jill Mix	04/12
Gloria Ramirez	04/13
Paula Hermann	04/21
Haley Seedorff	04/25
Marge Slack	04/28
Ibrahim Abdi	04/29
Dina Assali	04/29

MAY

Jeannine Lester	05/01
Chizaram Okezye	05/05
Dahlia Finn	05/08
Reba Woller	05/08
Chelsie Barcinas	05/10
Mary Lotz	05/11
Doug Borden	05/13
Telma Facanha	05/13
Gabriela Cervantes	05/14
Virginia Palmerin	05/14
Liana Sanchez	05/14

Allison Palenske	05/15
Georgia De Barr	05/17
Juanita Rogovets	05/17
Ryan Cruz	05/19
Samin Khan	05/20
Stephanie MacDonald	05/21
Crystal Rodriguez	05/21
Maria Hernandez	05/24
Christina Tjandra	05/24
Joan Woods	05/27

JUNE

Emily Porras	06/03
Andrew Wiesmann	06/05
Evelyn Sams	06/11
Millie Borges	06/12
Linda Evans	06/12
Vanessa Martz	06/12
Noreen Syed	06/12
Betty Anderson	06/15
Bettie Combs	06/15

Billie Hernandez	06/17
Yasmin Khalil	06/17
Carla Davis	06/21
Dorothy Faulkner	06/21
Karen Hoch	06/22
Anissa Torres	06/23
Phyllis Williams	06/25
Grace Adams	06/29



Hours and Awards



100 HOURS

Melissa Broyan
Linda Hurst
Amanda Pallireto

2,000 Hours

Millie Borges

2,500 Hours

Sue Goldware

3,500 HOURS

Ron Parrish



Name Tag at 100 hours

Name Tag and Pin at 500 hours

Name Tag at 500 hour increments and thereafter until 6,000 hours

Name Tag at 6,000 hours and above at 1,000 hour increments



Every Penny Counts – *Grace Adams, auxiliary treasurer*



The auxiliary has an account at the Provident Bank where we make all of our deposits and our investments.

We have an agreement with the Bank that the balance of our accounts at the end of each year will earn us a check in the amount of one percent. A sizeable year-end check was presented by Sheri Cremers, branch vice-president at our recent volunteer service training meeting. Carla Davis, auxiliary president, accepted the check on behalf of the auxiliary.

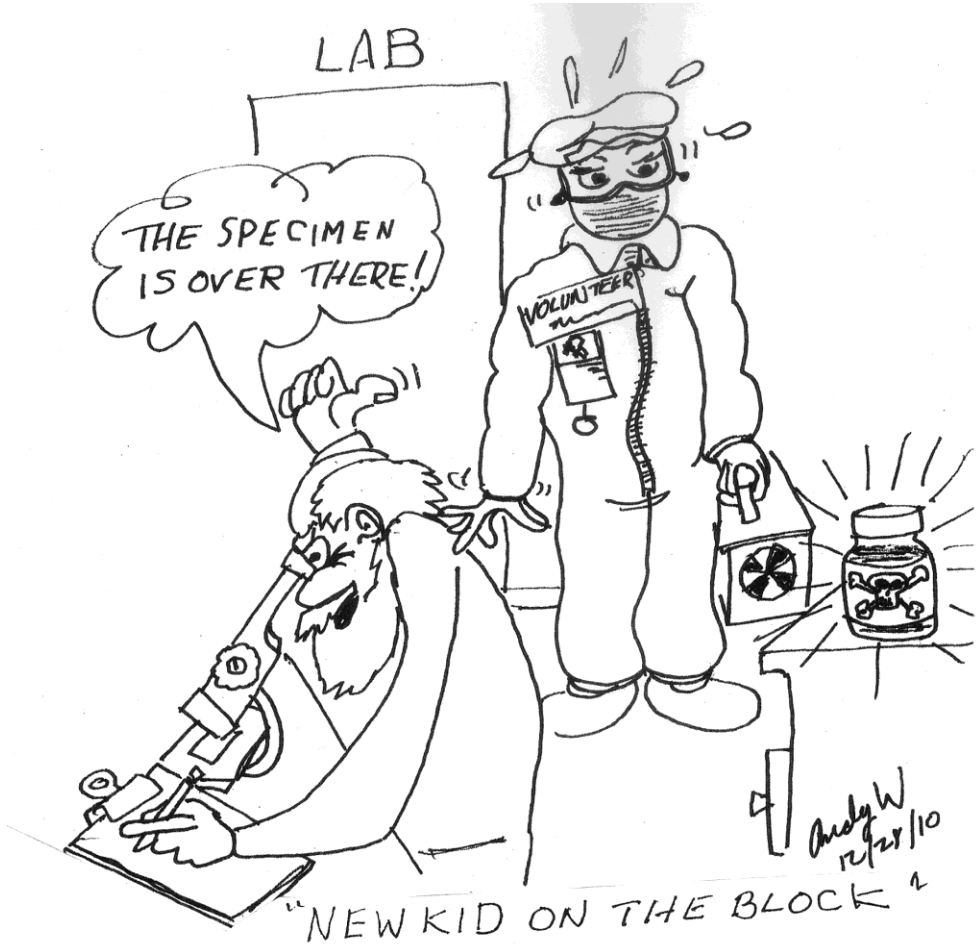
If volunteers tie their accounts to our account, the bank will add these amounts to our account and calculate the one percent interest on the total amount. However; the volunteer's account will not be affected in any way. Volunteer balances are never disclosed to the auxiliary.

To increase our percentage at the end of each year we ask that you agree to add your balances to our account.

Community Sharing – Barb Pendergast



In January the Gift Corner supply closet was cleaned out and reorganized. At the time several large pieces of fabric formerly used as draping for the front window display were removed from the collection. With the permission of Peg Jones, co-chairman of the Gift Corner, the fabric was donated to Riverside Community Players to use when making costumes. They were extremely grateful to have the fabrics some of which were perfect for men’s trousers and women’s dresses. How good it felt to know one community group could help another community group.





Mark Your Calendar

May SIC Meeting

Once again we are inviting you to the general meeting on May 17 at 9:30 a.m. at the Rancho Springs Hospital in Murrieta.

We will be bringing ideas and information in order to learn from each other. We will be enjoying a breakfast buffet. A great deal for only \$7.50.

To make reservations, please sign up in the Volunteer Office. If you need to carpool, please let us know.



Scholarship Luncheon Victoria Club

June 24 11 a.m. – 1 p.m.

Plan to attend this year's event held at the Victoria Club. Our scholarship recipients will be our honored guests. This is a lovely venue with an elegantly served lunch. Everyone looks forward to the club's signature peppermint ice cream dessert!

The auxiliary will present 10 scholarships, including two special scholarships in memory of Dr. Jerry Lee and of volunteer Evelyn Olson.

Come out to support and congratulate the honorees. They appreciate our best wishes for their future endeavors in the health field.



Fundraiser

May 4 7 a.m. – 4 p.m.

Cookie Lee, distinctive, one of a kind, jewelry will be featured. Those of you who are familiar with unique pieces, will be delighted with the display being offered.

This is a great opportunity to shop for Mother's Day!



Recognition Luncheon

May 14

This is the big event of the year! Since this is our 85th anniversary, it will be even more exciting. Awards and recognitions will be given.

A special highlight will be our Dorothy Blunden who will be honored as the 2010 Volunteer Frist Humanitarian Award recipient! A special buffet lunch will be followed by surprise entertainment.

Don't miss this event!



In Loving Memory

Averil Croft

Nellie LaRocca



2011 Chit-Chat Newsletter

Editor: Nina Shepard

Layout: Dave Schafer

Proof Readers: Jack and Peg Jones

Comments, suggestions or newsworthy information should be sent to the Auxiliary Office, attention Chit-Chat Editor.

Auxiliary Office: (951) 788-3108



In Memoriam

Averil Croft
Nellie LaRocca

Gift of Memorial Book

Name of Doner: _____

Address: _____

In Memory of: _____

Donation Amount: _____

Make cheks Payable to: **Auxiliary of RCH**

Please send checks to: Auxiliary of Riverside Community Hospital
4445 Magnolia Ave.
Riverside, CA 92501
Attn: Donna Woodard

Send Card to: _____

Street Address: _____

City, State, Zip: _____

