



Volume XXXX, Number 2

July 2016

**Greetings from the President - Debbie Sammler**

***“Volunteers Light the Way”***

As Tim McGraw sings....” Say goodbye to old man winter and say hello to sweet springtime!” I want to take this opportunity to thank the thousands of volunteers throughout the state of Virginia for the millions of hours you donate to your hospital or healthcare facility. I am sure your hospital administration is extremely thankful for the time and dedication you give to your volunteer position.

At this writing, all five of our districts have held their Annual Spring Meetings, and I hope you had the opportunity to go to the meeting in your district. Are you asking yourself...” Why should I attend?” “What am I going to get out of this meeting?” Well for one, the camaraderie among volunteers from the other hospitals in your district, as well as learning what other hospitals are doing so you might be able to bring back a new idea to your hospital. I have actually seen new programs instituted as a direct result of this networking. You will also get to meet many of our VAHAV Board members who are eager to help your volunteer organization in any way we can. I have attended all 5 district meetings, which has kept me on the road most of April, but I have thoroughly enjoyed all the speakers and/or the entertainment that was provided.

Would you hospital like to host your District’s Annual Meeting next year but you say you don’t have meeting space in your hospital for this type of meeting? Have you considered using a library, a church, or any type of meeting space in your community? This also gives you the opportunity to boast about your community as well as promoting the good your hospital does.

Our Conference Coordinators, Bonnie Langer and Diane Glasgow, have begun the groundwork for the 67th VAHAV Annual Educational Conference being held October 3-5, 2016, at the Renaissance Portsmouth-Norfolk Waterfront Hotel. This is the first time we will be at this hotel and the view from the hotel is breathtaking. Bonnie and Diane have lots of new and exciting workshops scheduled.

We hope you will take the opportunity in your downtime to visit the Shipyard Museum which is within walking distance...or take the Elizabeth River Ferry from Portsmouth to Norfolk where you will find the Nauticus National Maritime Center and lots of restaurants, including one called Hells Kitchen. But I doubt you will see Gordon Ramsay there!



Jennifer Wicker, the Director of Advocacy Programs at the VHHA (Virginia Hospital and Healthcare Association) and our VAHAV liaison, continues to keep up to speed on legislative issues relating to health care. Be sure to go to <https://www.votervoice.net/vhha/Register> to register for VoterVOICE. This is a tool designed so you can reach out to your federal and state legislators on the issues that matter most to you. Start making an impact on issues such as Medicaid funding, medical liability, COPN reform etc. Your voice counts! (See article on VHHA news.)

I look forward to meeting many of you in October at our Annual Conference.

**“People will forget what you said, people will forget what you did, but people will never forget how you made them feel.”** -- Maya Angelou

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### ***Message from President Elect - Patsy Garrett***

The VAHAV Board started 2016 off with a bang. We met at the Roslyn in Richmond on January 18 & 19. It was very cold, windy and brisk that Monday & Tuesday but nothing like what most of us received on Friday & Saturday of the same week. I would not hesitate to say we were probably all snowed in. It was good to see some of my “old VAHAV friends”, but we welcomed several new members to the Board. Brenda Shively from Southwestern District, Marla McGaugh from Piedmont District, Diane Glasgow from Capital District and Joan Proctor from Northern District. My wish is that you will love being on the VAHAV board as much as I do.

The Board met again May 9<sup>th</sup> and 10<sup>th</sup> at the VHHA (Virginia Hospital and Healthcare Association) offices in Richmond. This was a great opportunity for us to meet the VHHA staff whom we have been interacting with for years. They provided us with a reception Monday evening before we reconvened for our nightly session.

VHHA Liaison, Jennifer Wicker, continues to attend our Board meetings to bring us up-to-date on legislative issues pertinent to healthcare. Virginia healthcare faces a critical vote on Virginia Certificate of Public Need in the near future. Jennifer asked we contact our senators and delegates asking for their support of HB 1083.

District Chairs gave reports with regards to their Spring Annual Meetings. I hope many of you were able to attend. I enjoy hearing what other hospitals are doing and hoping to learn new things to bring back to my hospital. When I leave these meetings I feel refreshed and have new energy.

Conference Co-Chairs, Bonnie Langer and Diane Glasgow, stated they were well into making the plans for our October Conference. Be sure to mark your calendars - October 3-5, 2016 at the Renaissance Waterfront Hotel in Portsmouth, Va.

There are many reasons we become volunteers in the health system. We learn new things, meet new friends and provide crucial support services that are vital to our hospitals. I recently read an article that stated we

should make volunteering a part of our everyday life. Here are five (5) reasons listed:

- 1) Volunteers live longer and are healthier
- 2) Volunteering establishes strong relationships
- 3) Volunteering provides new information and opportunities
- 4) Volunteering is good for society
- 5) Volunteering gives you a sense of purpose

Committing as little as three (3) hours a week can have profound benefit on your life. As volunteers we get more back than ever imaginable.

Thank you all for volunteering ---- Remember ***VOLUNTEERS LIGHT THE WAY***. May your light shine bright for a long, long time.

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### **Gift Shops Report - Jimmi S. Barnwell, Gift Shop Chair**

Across the state we have many Gift Shops and each one has a uniqueness of its own. Because we can learn from each other, I am highlighting a different Gift Shop each month. Since we did not have an April newsletter, I will be highlighting two Gift Shops.

The first Gift Shop is the ***Sentara Northern Virginia Medical Center Gift Shop***. Here is what the Gift Shop manager said...in her OWN WORDS.

“Sentara Northern Virginia Medical Center Gift Shop has grown from a small gift shop operated by the Potomac Hospital Auxiliary. The gift shop has always been an all-volunteer operation. Today it is staffed by 30 volunteers making it possible to maintain the hours of 11-8 Monday thru Friday, 12-6 Saturday and Sunday.

The gift shop has a wide variety of products and services. Perhaps the most popular is the Baby Section which includes plush animals, picture frames, baby bibs, clothing, handcrafted hats, balloons and afghans made by our auxiliary members. The Plush Section includes all types of animals from dogs and cats to monkeys and elephants. A specialty item is the singing plush. Our employees would say the most important section is the Candy and Soda which includes candy bars, individual candies, chips and nuts, and all types of Coca Cola products. The Specialty Section has everything from Breast Cancer Awareness items to a very extensive collection of angels and religious items. We take pride in our diversified collections meeting the needs of all nationalities and religions. The Jewelry Section features necklaces, bracelets, watches, earrings and specialty items such as a collection of gold ornaments, and novelty items. An important section is Flowers, a beautiful and varied collection provided by the florist at the Lake Ridge Giant Store.

We are very supportive of our employees and stock the ACLS and BLS books used in the on-site training. The fundraising dollars from our Gift Shop has helped provide funding for various projects. Most recently our auxiliary has donated \$40,000 to provide an on-site

employee and auxiliary fitness center. Another project we are very proud of being a part of is the IOTA equipment used in breast cancer treatment.



Here is a link to a collection of pictures of our gift shop.  
<https://goo.gl/photos/xBsn5XpiGF4NYiu6>

The second gift shop is the *UVA Hospital Auxiliary Gift Shop* and this article has been written by Lynda Dunn. Lynda says....

“It’s hard to believe that we’ve been in our new Gift Shop for 3 years, and what a pleasure it is!

Customers routinely remark about the attractiveness of the shop as well as our excellent selection of merchandise. We are continually exceeding our sales projections. We carry fresh floral arrangements, gifts, gift candy, snacks and water. We offer a wide selection of sundries and items that one would need while staying at UVA Hospital. We carry greeting cards, magazines, books, toys and a nice selection of gifts for a new baby.

The Gift Shop is fortunate to have Elaine Powell as our Manager and Leise Fox as Assistant Manager. We operate with 4 part time Associates and 25 Community Volunteers, students from UVA and Junior Volunteers. Our hours of operation are 8am to 8pm Monday thru Friday and 9am to 5pm on Saturday and Sunday.”



## *Anne Lewis Leadership Development Fund - Bettie Moores, Chair*

At last October's VAHAV Annual Meeting, several attendees showed interest in attending a VAHAV Board Meeting. Our next board meeting will be held at the Roslyn Conference Center in Richmond on August 1<sup>st</sup> and 2<sup>nd</sup>. If you or someone in your auxiliary would like to attend this board meeting as a guest of the fund, you need to make your request ASAP. More information is located on the [www.vahav.org](http://www.vahav.org) website or you can mail your request directly to me:

Bettie Moores  
9407 Brading Lane  
Midlothian, Va. 23112  
804-639-3786

I will respond as quickly as I can. Be sure to include your home telephone number. The committee will make arrangements for your overnight stay. Committee meetings are on the first day and the board meetings are on the second day. If you want only to attend the board meeting, it will start at 9 AM on Tuesday morning, August 2<sup>nd</sup>.

You can also apply to this fund for Registration to the October Annual Conference should you wish to attend but funds are not available through your Hospital or Auxiliary. The guidelines for applying can also be found on the VAHAV website.

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### *A Note from the Webmaster - Theda Foster*

#### **DO YOU REMEMBER?**

Do you remember when life was simple:

- When there was only one telephone for family members?
- When there were only a handful of television stations – and you depended on an antenna for reception?
- You could walk to school ALONE?
- You could eat snow without worrying about atmospheric pollution?

I especially remember “Let your fingers do the walking” but that was for the Yellow Pages,” not the internet. But, we do not want to go back to only Yellow Pages. Yet there were issues with the internet – and namely our *vahav.org* web page.

Back in November, our hosting company (which allows the files on my computer to be available to you via a browser) applied a security patch. The security update could not be rolled back because it allowed users to function more easily on their smartphones. (Don't know about you – but is it time to get out those reading glasses?) This update conflicted with select major web *vahav.org* functions that we all use: sending an email to a board member; submitting Survey Information on-line; updating the VAHAV directory; etc.

The issue is that our website had aged. The code, I heard, was a great grandparent of the internet – the code was ANCIENT – from the historic age around 2003 A.D. and the legacy code needed to be updated. Given

that we could not ‘wear’ 2003 styles in ‘2016,’ I took this opportunity (emergency) to redesign the entire site more in line with what you may be accustomed to seeing when you shop on-line.

There is no contest for “Can you be the first to find Waldo on the new site” (not really Waldo – but maybe a VAHAV manual). The VAHAV Board hopes the update will serve your VAHAV needs more efficiently. So stay tuned for the “Youthful Look” of *vahav.org* by early summer. After all, who wants us to be known as old-fashioned? Not us!

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### **VAHAV Membership - Rae Martel, Chair**

One of the goals of the current VAHAV President is to increase membership. While a little more than half of Virginia’s hospitals are members, we welcome the other half! Our approach to building membership is through correspondence outreach to hospitals and healthcare facilities that are non-members which includes great membership benefits information. More recently, we’ve embarked on adding personal contact to non-member entities through the District Chairs. The District Chairs are now extending invitations to non-member hospitals/healthcare facilities to attend their District meetings. That way, non-members entities are able to see first-hand the benefits and value of VAHAV membership. Those District Meetings are like a “show and tell”!! And, to be quite honest, I think there’s a little “District competition” since each meeting builds on the previous one.

While building membership is one of the primary responsibilities of the Membership Chair, I believe that every VAHAV member can be a link in this effort. To aid in this process, here are a few reminder facts about VAHAV and a few of the great things to be derived from membership:

- VAHAV was founded 65 years ago to help its’ members better serve and support their hospitals.
- Membership is open to any auxiliary/volunteer group associated with healthcare in the Commonwealth of Virginia.
- VAHAV offers ideas for gift and thrift shop operations, fundraising and volunteer programs.
- The governing body of the VAHAV is comprised of a Board of Directors consisting of 4 elected officers, 5 District Chairs and Committee Chairs appointed by the VAHAV President.
- Each District Chair is responsible for visiting hospitals in their district who belong to VAHAV at least once during the year to offer support and suggestions for their auxiliaries.
- Each district has a yearly meeting, normally occurring in spring, at one of the hospitals in that district to exchange ideas and to brag about what they have been doing.
- An annual educational conference is held in the fall -- all auxiliary members are invited to attend. Opportunities are provided to meet others from all across the state, exchange ideas, attend workshops and meet some wonderful new volunteer friends. Also, a one-hour Legislative meeting is held in which healthcare concerns are addressed.

Please use this information freely and join us in bringing new hospitals/healthcare facilities into our GREAT organization!

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**Legislative News from the VHHA**  
**(Virginia Hospital and Healthcare Association)**

One of VHHA's core functions is to act as your representative and advocate before the Virginia General Assembly on policy issues affecting the delivery, quality, accessibility and cost effectiveness of healthcare. - See more at: <http://www.vhha.com/advocacy/general-assembly>

VoterVOICE is VHHA's grassroots tool to help hospital and health system employees reach out to their federal and state legislators on the issues that matter the most. Sign up today to start making an impact on issues such as Medicaid funding, medical liability, COPN reform and others. Be your own advocate and sign up at: <https://www.votervoice.net/vhha/Register>

Our VHHA liaison is Jennifer Wicker. Jennifer continues to keep the VAHAV informed of legislation concerning healthcare issues and is willing to travel to your hospital or local organization to speak on these issues. We need to do our part as volunteers at our local hospitals. If you are interested in having Jennifer speak, please contact her directly.

Jennifer Wicker, Director of Intergovernmental Affairs  
Virginia Hospital & Healthcare Association  
P.O. Box 31394, Richmond, Virginia 23294  
Office: 804.965.1213      E-mail: [jwicker@vhha.com](mailto:jwicker@vhha.com)



## *Hospital Auxiliary News*



### **Northern District**

What a welcome early summer is to us - flowers and trees in bloom - and rain. Spring brought us to May 16, the date of the Northern District Annual Spring meeting at Inova Fair Oaks Hospital. Coming from all areas of our District were 97 attendees from 12 of our 14 Northern District hospitals.

The Inova Fair Oaks Hospital Auxiliary, with their Auxiliary President, Debbie Sammler, did a superlative hosting job with the agenda, the continental breakfast, and delicious lunch. Our informative morning speakers included Ann Miner, Inova Fair Oaks Hospital Director of Cancer Services, and Jennifer Farrow, Life with Cancer of Northern Virginia. Franziska Moekel, Inova Health System Director of Personalized Medicine Integration and Strategy Development, enlightened the audience after lunch about the future of DNA and patient treatment of which Inova is in the forefront. Our attendees had some unscheduled time to discuss issues with other Auxilians as they mixed during breaks and lunch. Auxiliary contact information was available and more updates are expected so that VAHAV mailings reach respective volunteers. And, as a commercial, by next month, look for a facelift on our VAHAV website: [www.vahav.org](http://www.vahav.org).

Two important events are approaching, so mark your calendars. The VAHAV annual survey letter will be mailed to Auxiliary Presidents and Directors of Volunteer Services around July 1. Survey data is due back by August 31 and will be used to update the data on the website and calculate 2017 dues. Shortly thereafter October blows in with the annual VAHAV Educational Conference. So, again, circle your calendars for

October 3-5 and note you will be heading to the Renaissance Portsmouth-Norfolk Waterfront Hotel. We expect over 200 attendees and numerous education sessions for all of us to learn how to help run our Auxiliaries. The registration forms will be sent shortly.

As you may be aware, we are looking for a Northern District Hospital Auxiliary to host our May 2017 Spring District meeting. Hosting is a great chance to show off your Auxiliary and your Hospital. I close, as always, thanking you for all the work you do for the people of Northern Virginia. Volunteers Do Light the Way, this year's VAHAV theme.

*Submitted by Bill Foster, Northern District Chair*

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**Centra Lynchburg General Hospital**

**Hazel Steffen**  
**Volunteer since June, 1994**  
**4,266.25 hours**

In February 2016, our auxiliary was 60 years old. The auxiliary was started with 33 women and by 1990 had grown to 90 members (men and women). Volunteers are just ordinary people who reach out, take a hand and together make a difference that last a lifetime. Lynchburg General Hospital held its volunteer awards luncheon on April 12<sup>th</sup> at the Kirkley Hotel at which time we celebrated our “birthday” and the many hours of giving and caring in 2015. As most of you, our hospital seems to grow every day. There is always some construction going on. We are now in the process of clearing space for additional parking which is greatly needed.

In December, the Forest Focus Newspaper featured an article on our Gift Shop. Shopaholics call the gift shop at Lynchburg General Hospital one of the best kept secrets in town. With a large variety of items for sale, the shop attracts more than just hospital visitors looking for gifts to cheer up patients. Once shoppers discover the adverse and unusual collection of gifts available they come out of their way to shop here. The gift shop at Lynchburg General Hospital is operated by the auxiliary. The shop has a small paid staff and dozens of volunteers work in three (3) hour increments seven days a week. Centra employees shop here as it is convenient but often they find the unusual gift. Everything that the shop nets is donated back to the hospital for projects the auxiliary has pledged to support. The gift shop is just one of the many opportunities available to the 600 volunteers at Centra Lynchburg General Hospital to dedicate their service to the community.

Thanks to Ann Childress, in addition to the gift shop and our vending operation, the auxiliary has special fundraisers throughout the year which are open to the public. The volunteers at Lynchburg General Hospital are blessed to have such a great team to work with us. Thank you Diane Dean, Cindy Wruck, Tanya Thacker, Brenda Thacker, Ann Childress and Betsy Mudie for your guidance and leadership.

I will leave you with this ----- **Volunteers are not paid, not because they are worthless, but because they are priceless...VOLUNTEERS -- LIGHT THE WAY.**

*Submitted by: Patsy Garrett, Recording Secretary Centra Lynchburg General Hospital*

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## *Inova Fairfax Medical Campus*

There was a lot to celebrate and learn as some Inova Fairfax Auxiliary members helped with the move and transition to the new building housing the Inova Women's Hospital and the Inova Children's Hospital in early February (delayed one week by the big snowfall). The Auxiliary had donated \$1.5 million (\$1.0M for the new Neonatal Intensive Care Unit, largest in the mid-Atlantic region) and \$.5 million for the High Risk Perinatal Unit. Members of support services were given a tour of the new floors while the Executive Board and Volunteer Services' director and manager were given a more detailed tour and lunch accompanied by senior IWH and ICH management. As well as learning their way around the new building, Auxilians in support services started reporting to a new Tower Volunteer Room. In addition, a brand-new Women's and Children's Gift Shop also opened its doors on January 31. New merchandise and a more sophisticated display area added to the celebration.

The Auxiliary kicked off the 2016 Auxiliary Scholarship Program, improving the electronic submissions and getting the word out. Scholarships were awarded in June, with the \$5,000 Rose Keene Scholarship going to Joveria Javed. Fifteen \$3,500 scholarships were given to worthy students in Fairfax County. The Board is also refining the Auxiliary Recognition Program, which began last year. The Nominating Committee has been drawing up a slate of 2017-2018 Auxiliary elected officers.

A new service area opened up this winter: the Ronald McDonald House in the new Children's Hospital. Auxiliary members have stepped up to help this valuable service.

A nursing scholarship was set up by the husband and son of the late Barbara Hineman, a former Auxiliary President. A celebration reception for the gift was held at the end of January and Auxiliary Board members attended the presentation.



Vernon Evans has volunteered to take over food bank collection for Sheila and Connie Donoghue, who have kept the service to the community running for about eight years. Donations are picked up in the volunteer rooms and shops and delivered to the ACCA food bank in Annandale.

Members of the Auxiliary were treated to a luncheon at the Fairview Marriott in mid-April. Following lunch, volunteers drove over to the former ExxonMobil world headquarters, purchased by Inova, for a tour of the Inova Center for Personalized Health and a talk on the future of healthcare and cancer research.

In May, several dozen Auxilians attended the Life With Cancer's annual Lobster Extravaganza, which the Auxiliary supports with a \$35,000 donation. Later in May, 18 members of the Executive Board attended a meeting of the Northern Region chapter of the VAHAV for an interesting day of educational lectures. Coming up in early June was the Inova Star-Kid and Family Fun Run, which receives \$2,500 from the Auxiliary.

*Submitted by: Judy Shapleigh*

## *Novant Health Haymarket*

During the month of February, Regency Woman's Club (RWC) Service Committee and the Regency Dominion Valley community collaborated to help make hospital experiences for local children a bit more tolerable. Through our Second Annual Teddy Bear project, we collected 186 teddy bears and other stuffed animals, for NOVANT Health Haymarket Medical Center. On February 19, with the aid of RWC member, Gladys Reichlen, who is also a volunteer at the Haymarket Medical Center, the stuffed animals were delivered to hospital staff during a festive reception.

Each child who enters the emergency room for treatment and needs a little "warm fuzzy" receives one of these cuddly creatures. RWC members who delivered the furry friends were Glenna Toppen, LaValle Ulmer, Gladys Reichlen, Joanne Burger, Jean Ainslie, Mary Stubblebine, and Connie Mayhugh. Hospital staff in the ER included Jim Rodriguez, Karen Shaw, Doris Glasby and Lei Cabrae. RWC appreciates the community support of this worthwhile project.



*Submitted by Margaret Gorzka, Auxiliary President*

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## *The Ladies Board of Inova Loudoun Hospital*

Congratulations to "TWICE IS NICE" as our wonderful thrift shop officially celebrated 25 years of service! Happy Birthday! Happy Anniversary! During the festive gathering on May 9, the community recognition was gratifying. Our many volunteers were honored to be recognized as leaders in the Loudoun community. It is impressive to note that we need 60 volunteers each week to cover the varied operations of the shop! Volunteer Anne Williams is proudly displaying our Certificate of Distinction!



There were numerous highlights during the daylong celebration that included special guests, great sales, delicious refreshments, and frequent door prizes! One of our volunteers was especially touched by a guest who somewhat belatedly found her winning ticket, then was thrilled to have her choice of gifts. We love witnessing the joy of our guests, whether winning a prize, finding a much-needed item at an affordable price, or just scoring a fun bargain. Another guest of honor, Bonnie Austin, was recognized for winning the contest 25 years ago to name "TWICE IS NICE"!

According to our Public Relations Committee chairperson, Donna Lutz, and local public relations consultant, Renee Brohard, the Thrift Shop evolved in the 1980's as Ladies Board members pondered the ongoing question of what to do with remaining items from the annual Rummage Sale. After much planning and thought, the original shop opened on October 10, 1990. Within ten years, the shop relocated to its larger "home" in Leesburg at 305 East Market Street. Readers of the Connection are encouraged to visit us when in Loudoun County.

Inova Loudoun Hospital at Lansdowne is growing – upward AND outward! Our CEO, Patrick Walters, recently spoke at a Ladies Board meeting to present the three main phases of the expansion, all expected to

be completed by early 2020. Included in the plans will be more parking, additional operating rooms, a new obstetrics unit, and expanded emergency services. The new patient tower, the upward expansion from two to seven levels, will feature all private rooms.

Visitors continue to enjoy the wonderful collection of merchandise in the Hospital Gift Shop. Numerous Loudoun ladies are sporting new wardrobe additions from the many clothing and accessory choices, plus all shoppers are indulging in the appealing garden-themed items, patriotic accents, home décor choices, AND toys!

The Ladies Board is delighted to announce that 55 nursing scholarships have been awarded in 2016, for a total of \$105,000. A one-time award of \$3,500 has been presented in memory of longtime board member Carolyn Clark. It is a source of pride to acknowledge that since The Ladies Board began giving scholarships in 1960, nearly 1,100 scholarships totaling \$1,150,000 have been awarded to eligible nursing students.

Our Lights of Love Committee, which accepts donations in memory of or to honor individuals, will be contributing \$18,000 to the Nursing Scholarship fund, twice the pledged amount. This is an announcement made with very mixed emotions as a number of cherished friends and Ladies Board members have passed away in the last year.

For more information about The Ladies Board, visit [www.ladiesboard.org](http://www.ladiesboard.org).

*Submitted by Gerri Hill*

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### **Mary Washington Hospital**

#### ***Lighting the Way***

The Mary Washington Hospital Auxiliary continues to volunteer in both thrift and gift shops whose income supports our second \$2.5 million pledge to the Cancer center located on the Mary Washington campus. The second pledge is more than halfway paid off. Our efforts help light the way to healing for cancer victims.

Beyond our pledges, Auxilians work in over 20 services in this 420 bed hospital. New service areas for volunteers are added in conjunction with the advice and supervision of our volunteer Director, Mrs. Patricia Wolfrey. Our 'helping hands' reach across the spectrum, and continue to expand.

As well, students from the local University of Mary Washington, offer their volunteer hours in several areas. In the medical arena the need for volunteers has expanded exponentially in the last few years; all medical facilities need volunteers. About 360 active volunteers, 80 or so university student volunteers, and 100-150 high school volunteers during summer months help at the hospital. Student volunteers light the way to experience helping others.

Among our goals during the next two years, we have begun to improve upon and modernize some of our traditional activities such as the Tree of Lights. Held each December and based upon donations, the TOL program grossed nearly \$7000.00 in December, 2015. This fundraiser held at holiday time was successful,

brought community and auxiliary members together and memorialized many. Entertainment by community musicians added to the festivities.

We honored our medical staff on Doctor's day at the end of March. The nursing staff was also honored similarly in May. Collectively, we know and appreciate the tremendous value of fine medical people. Our care and appreciation for others and for our medical experts light the way to good overall health for many.

In the near future we will clock in and out electronically via a new time clock to be placed in the volunteer office. This process will efficiently track volunteer hours. Also, we hope to place a plaque in our atrium this year honoring our many donations and services. In addition, we are updating position descriptions for auxiliary service positions. These should expedite the process for our volunteer director as she helps place volunteers in positions.

We are proud that our Foundation has, in our honor and that of the hospital, supported the October 2016 conference with a sizeable donation. Our foundation lights the way to community outreach in healthcare. We are open to suggestions, innovations and creative ideas from auxiliaries, community and hospital personnel. With the ever-changing healthcare scene in America today, volunteers are often on the front lines – their expertise and experience helps make us a fine organization. In conjunction with VAHAV President Sammler's motto for this term, the mission of the Mary Washington Auxiliary is to *Light the Way* to being the best.

*Submitted by Rochelle Grey, Auxiliary President*

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### **Inova Fair Oaks Hospital**

The Inova Fair Oaks Hospital Auxiliary continues to fund the hospital's capital funding needs. In the last year we have authorized more than \$350,000 to purchase much-needed hospital equipment to be used in our Sterile Processing Department, Surgical Unit, NICU, Ultrasound Department and some equipment that will be used hospital wide. We also donated \$100,000 for the Cancer Center's Healing Garden as well as our final installment to our \$1million pledge for the IFOH Cancer Center which is located on the hospital campus.

Since January, our fundraising efforts have included a Valentine Candy and Balloon Sale, a Uniform and Shoe Sale and a \$5 Masquerade Jewelry Sale. We are looking forward to our Handbag and Luggage Sale in October followed by another Uniform and Shoe Sale and ending with another \$5 Masquerade Sale for the holidays.

The IFOH Thrift Shop is the Auxiliary's biggest contributor under the direction of our Retail Manager, Erma Ryan. The shop had a turnover day the 1<sup>st</sup> week in April in which all the fall/winter merchandise was removed making room for the spring/summer merchandise. On reopening day, the thrift shop had record breaking sales in excess of \$7,400 for the day, and sales for the month of over \$68,800. The thrift shop has 96 volunteers contributing 13,041 hours and gross sales of \$618,000 in 2015.



We kicked off Volunteer Week with our annual Volunteer Appreciation Luncheon held on April 10th which was hosted by the IFOH Administration. The administration thanked the volunteers for the 56,609 hours given by 467 volunteers during 2015, which is equivalent to 27 full time employees. Two of the highlights to our Appreciation Luncheon, in addition to honoring volunteers with well-deserved service pins, was the awarding of our scholarships and naming of the 2015 Volunteer of the Year. The Auxiliary has been awarding scholarships since 1984 and to date we have given \$352,000 in scholarship money. This year we awarded eight \$3,000 scholarships to students pursuing a career in the clinical/medical field. The committee received 46 applications and had the difficult job of narrowing this down to 8 recipients.

Congratulations to the IFOH Auxiliary's 2015 Volunteer of the Year...Marsha Turney. Marsha serves on the Auxiliary Board as our Historian and also volunteers at our front desk as well as in our women's and children's unit.

Our Auxiliary just hosted the VAHAV Northern District Spring Meeting on May 16<sup>th</sup>. There were over 95 volunteers in attendance from 12 of the 14 Northern District Hospitals. You can read more about this meeting in the article written by Bill Foster, VAHAV Northern District Chair.

Kudos to all the Inova Fair Oaks Hospital Volunteers who spend countless hours making our hospital the best of the best. I am sure you are as proud as I am to say "*I Volunteer at Inova Fair Oaks Hospital.*"

*Submitted by Debbie Sammler, IFOH Auxiliary President*

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### **Winchester Medical Center**

#### **Winchester Medical Center honors Humans and Canines during National Volunteer Week – April 10<sup>th</sup> – 16<sup>th</sup>**

A celebratory Volunteer and Awards Luncheon was held on Friday, April 8, at the War Memorial building to honor everyone who volunteers at Winchester Medical Center. In 2015, 855 volunteers gave over 62,000 hours of service. In addition to humans, several four-legged creatures were also honored. Seven dogs who participate in the Animal Assisted Therapy program at the Medical Center attended the luncheon. An occasional bark of appreciation could be heard during the speeches.

Volunteers with patient contact serve in many capacities throughout the hospital: Integrated Care Therapy, Baby Cuddlers, Information Desks, Child Life Program, Courtesy Van Drivers, Flower Delivery, Magazine and Newspaper Delivery, Waiting Room Receptionists, Child Care Center, Wellspring, Surgi-Center, Diagnostic Center, Pediatrics, Patient Representatives, Pharmacy, Emergency Department, Patient Escorts, Lifeline Installers, and many more. In addition the WMC Auxiliary utilizes volunteers in their fund-raising projects such as the three gift shops, Auxiliary Attic thrift shop, Lights of Love, Benefit Golf Classic, Scholarship Fund, Children's Resources and the new Cancer Center.

Five individuals were nominated by their peers to receive the *Outstanding Volunteer Award for 2016*. They are:

**Glenene Brown & her dog, Rufus** (pictured right) - Glenene is past president of the WMC Auxiliary and co-chairman of the Animal Assisted Therapy program. Rufus loves his job. He greets everyone with a wagging tail and knows where all the doggie treats are stored in various employees' desks.



**Jim Kent** – Jim drives the Courtesy Van, volunteers in the administrative office, and inventories and repairs all 91 wheelchairs throughout the hospital.

**Melanie Melester** – Melanie has served as bookkeeper for the three Auxiliary Gift Shops and the “Lights of Love” project for many years. That job entails paying monthly bills, balancing the books and paying taxes.

**Mark Metivier** - Mark serves as an Office Assistant at the Wellness Center and Out-Patient Therapy. He is meticulous in everything he does; he comes to work, not to socialize.

**Danielle Tyler** - Danielle volunteers each week at the Hurst Hospitality House, serves on the Auxiliary Board of Directors and keeps the Clothes Closet replenished with items that patients may need who come through the Emergency Department.

One hundred twenty-eight people were honored with volunteer pins for their total accumulated service hours beginning with a minimum of 100 hour increments to a maximum of 34,000 hours which was earned by Nancy “Cookie” Oates. The theme of the program was “**I make a difference. I volunteer.**” Winchester Mayor, Elizabeth Minor, gave a welcoming speech and “Skip” Phillips, Sr. VP of Valley Health and COO of Winchester Medical Center, thanked everyone for their dedication and service. All who attended enjoyed a delicious lunch and took home a lovely “thank-you” gift.

*Submitted by Linda Caley, Publicity Chair*

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## **CAPITAL DISTRICT**

### **John Randolph Medical Center Auxiliary Hopewell**

During our business meeting this past October 6 at the annual VAHAV Conference in Richmond, Bettie Moores reported on the Anne Lewis Leadership Development Fund. This fund is available to assist VAHAV Auxiliaries and Volunteers to participate fully in the organization. Money is available to assist members who want to attend the annual conference as well as any of the VAHAV Board meetings held at the Roslyn Conference Center in Richmond. But do you know who Anne Lewis was?

Anne was an iconic leader of the John Randolph Medical Center Auxiliary for many years. She also served the Capital District and the VAHAV working her way up “the escalator of offices” on the VAHAV Board that existed in the 1990’s and into the 21<sup>st</sup> century. In 2002, the VAHAV Bylaws required a board member to serve as Vice President/Conference Chair in order to become nominated as President. Anne was held in high esteem by the VAHAV Board and was to assume the office of President at the 2002 October Annual Conference. Sadly, medical problems in the summer of 2002 robbed us of her leadership.

Anne passed away, following surgery, on August 28. Her daughters established this fund in memory of their mother because they knew of her passion for the work of hospital volunteers in Virginia. Many donations to this fund have been added over the years by individuals and by hospital auxiliaries who knew and respected Anne. The fund has made it possible for established VAHAV auxiliaries, as well as a prospective new member auxiliary, to participate in leadership development at annual conferences and board meetings.

I first met Anne Lewis as a new volunteer at JRMC serving as a “newbie” on the JRMC Auxiliary Board in January 2002. Anne’s office was Parliamentarian, but anyone could see that she was the driving force on that Board of Directors! Anne was a real lady, but with a backbone of steel. She was so well organized and knew the procedures for running an effective auxiliary. She was the person who invited me to be Chairman of her Social Host Committee working with VP/Conference Chair Frank Giunti at the Marriott in Richmond VA, which led me to seven years on the VAHAV Board. Oh, that Anne Lewis, she was always working in Leadership Development! The volunteers at JRMC Auxiliary miss her warm manner and her disciplined work ethic, but she will always be remembered by all of Virginia’s hospital volunteers with the VAHAV Anne Lewis Leadership Development Fund.

*Submitted by Doris Field Gallup, John Randolph Medical Center Auxiliary*

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## **HAMPTON ROADS DISTRICT**

My name is Bonnie Langer and I am the Auxiliary President for Sentara Obici, the Hampton Roads District Chair and Conference Co-chair for this year’s VAHAV Educational Conference. Diane Glasgow, my Conference Co-Chair, is also the Capital District Chair. We are keeping busy wearing several hats.

We are so excited to be in a new venue this year. Thanks to Debbie Sammler, our Current VAHAV President, for securing this beautiful place.

Where you ask? Renaissance Portsmouth-Norfolk Waterfront Hotel.  
425 Water Street, Portsmouth



What a lovely place for an Educational Conference. There is a beautiful view of the Elizabeth River, walking distance to the ferry that takes you to Norfolk. There are grand hallways, beautiful meeting rooms. I could go on and on. Just take a look at the picture from Christmas.

Ok so we are planning some great things. Our Guest Speaker is a writer of children’s books, a motivational speaker and a whole lot more. We will be having some wonderful classes on Tuesday such as Healing Touch, Nobody Fights Alone, Thrift Shop, Nutrition and of Course Gift Shop. That is all I am saying. You will have to come October 3-5, 2016 to see all the fun and excitement and beauty for yourself, and to learn new things and meet new people.

PS....We might even play BINGO!



*Submitted by Bonnie Langer, Hampton Roads District Chair*

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## **PIEDMONT DISTRICT**

The Piedmont Spring Meeting this year was held on Wednesday, March 30th. Centra Bedford Memorial Auxiliary was our host, and the event was held at the Bedford Welcome Center. Volunteers from nine of our ten hospitals attended, as well as several VAHAV officers.

Patti Jurkus, CEO/VP of Centra Bedford, welcomed all to the area and spoke briefly about the hospital. DeDe Edwards, the DVS at Bedford, started the day with an entertaining “get to know each other” event, which set the tone of fun for the day! We also listened to Robin Moore, Centra Workforce Development, talked about reducing stress in our lives...something applicable to all!

During lunch, we were treated to musical entertainment by the Harmeneers, an all male vocal group from Smith Mountain Lake. They were fantastic and definitely know how to enjoy themselves!!

During the Hospital Exchange, we shared information and ideas from our respective hospitals, which is always a highlight of the Spring meeting. Additionally, we were able to socialize and get to know each other a little better. Kay Waff, President of the Bedford Auxiliary, closed the meeting with the Auxiliary Prayer. A big thanks to everyone at Bedford. A great time was had by all!!!



*Submitted by Marla McGaugh, Piedmont District Chair*

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## **University of Virginia Medical Center** *Do it Well, Make it Fun!*

The days leading up to **Lights of Love** are full of many last minute details that make the event successful. Doing it well is an integral part of each auxiliary event. The program is a success as a result of the hard work and dedication of a wealth of volunteers as well as members of the community. The Charlottesville High School Choir provided lovely music for the event, which featured a visit from Santa Claus!

The guests of honor were our Pet Therapy handlers and their dogs. Therapy Dogs are a natural conversation starter for visitors to the Medical Center. Interactions are a welcome respite for our many patients and their families. Community volunteers serve cookies and cider to guests at the event.



*Submitted by Laurie Niestrath, Auxiliary President*

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## *SOUTHWESTERN DISTRICT*

### *Norton Community Hospital*



Norton Community Hospital Auxiliary and Volunteers may be small, but we are focused and dedicated in our fundraising and gift shop sales. In the last two weeks we have been able to appropriate funds for the purchases of new mattresses for the REHAB Unit and a blanket warmer for the hospital's new Cancer Infusion Room.

Besides our dedication to our growing hospital, we still make sure our funds continue to include our local charities...coats for kids, food banks, Mountain Empire Older Citizens, Ronald McDonald House, scholarships to Mountain Empire Community College, etc.

*Submitted by Alane Lovern*



**Volunteers** are just ordinary people with extraordinary *Hearts*. They offer the gift of their time to **teach**, to **listen**, to **help**, to **learn**, to **grow**. They expect **no pay**, yet the *Value* of their work knows **no limit**. They've known the unexpected *Joy* of a simple **hug**. They've planted tiny seeds of **love in countless lives**. *Volunteers* are just ordinary people who reach out and **take a hand** and together make a *Difference* that lasts a **lifetime!**

**Author Unknown**

