



March 2016

# InnerView

THE NEWSLETTER OF THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE

  
BOCA RATON  
REGIONAL HOSPITAL  
DEBBIE-RAND MEMORIAL  
SERVICE LEAGUE, INC.

## A Celebration of Service



*Left to right: Joan Wargo, Deanna Wheeler, Barbara Gideon. Center: Ruth McGoldrick. Collectively, these four exemplary volunteers have contributed over 91,000 hours of service to Boca Regional.*

### IN THIS ISSUE:

Volunteer of the Year  
**PAGE 3 – 4**

A Message from  
Your President  
**PAGE 5**

The Anatomy of  
a Volunteer  
**PAGE 8**

**INTERESTED IN  
VOLUNTEERING?  
CALL 561.955.4098**

### *Sherry Thomas*

Mark your calendars and save the date to attend D-RMSL's "Celebration of Service" and Annual Meeting on Wednesday, May 11, 2016, from 10:00am to 12:00pm in the Dawson Theater. Join us as we recognize you and your fellow volunteers for your dedication and service to the patients and staff of Boca Regional. The celebration will include the awarding of service hours pins, group photographs of pin recipients and the Annual League Meeting. Jerry Fedele, Boca Regional's President and CEO, Edmund Nasralla, League President and Aimee Yahn-Carmichael, Director of Volunteer Services, have been invited to speak at the Annual Meeting. The event will conclude with a delicious buffet luncheon and an opportunity for you to meet other volunteers and Board members.

Come celebrate with us as we acknowledge your contribution to making it another successful year for D-RMSL and Boca Raton Regional Hospital!

# MEMBERS CORNER

## MEMBERSHIP REPORT: JANUARY 2016

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### Active Members

General: 460  
TAV: 108  
Life: 15

### Inactive Due-Paid Members

General: 264  
Life: 171  
Honorary: 2

**Total: 1020**

## Hours Report:

### TEENAGE VOLUNTEERS (TAV):

1,592.63 hours  
101 TAVs

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### ADULT VOLUNTEERS:

9,864.79 hours  
442 volunteers

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### TOTAL:

11,457.42 hours  
543 total volunteers

## Welcome, New Volunteers

Loren Barcenas	Nakia Miller
Alonso Bolivar	Tony Petronella
Jennifer Desir	Yaima Rivero
Louise Ermilus	Rachelle Schaffzin
Ann Paula Friedland	Jerrold Scher
Lana Ilazarova	Anu Sharma
Lily Joa	Shauneil Scott
Barbara Leonidas	Man Loong Wu
Christine Luong	Marjorie Zemek

## March Volunteer of the Month



Leslie Sklarew joined D-RMSL in 2011 and became a volunteer secretary in the Auxiliary Office on Saturdays. In 2015, she added an assignment in the Surgi-Center on Tuesday mornings. She has earned over 2,000 hours of service.

Leslie and her husband, Alfred, moved to Boca Raton from Rockville, Maryland in 2005. She was a Social Studies teacher and taught for a total of 40 years, first in California and then in Maryland. In Palm Beach County, she taught at two high schools, helping new Americans obtain their full U.S. citizenship.

Leslie and Alfred have two sons, Charles (CJ), who has two daughters; and Adam, who has two sons. All live in Maryland and are eager to have Nana and Poppy there as much as possible.

In her spare time, Leslie enjoys golfing, entertaining, walking Augy the therapy dog and helping in her community.

D-RMSL and Boca Regional thank you, Leslie, for your years of Volunteer Service.

# Volunteer of the Year

Congratulations to all of the 2015 Volunteers of the Month. The Debbie-Rand Board of Trustees, along with the Volunteer of the Month Committee, will select a winner for the Volunteer of the Year, to be announced at the Volunteer Appreciation Luncheon on April 8, 2016 at Boca West Country Club.

JANUARY 2015:

*Marie Edelman*



Marie has volunteered more than 500 hours since 2013, working in Volunteer Services, the Marcus Neuroscience Institute, Visitor Passes and as a substitute in several departments. She became a D-RMSL volunteer in gratitude for the wonderful care her late husband, Shelly, received at Boca Regional. When she's not volunteering, Marie enjoys playing cards and visiting family.

FEBRUARY 2015:

*Iris Wein*



Iris became a D-RMSL volunteer in 2008, leading Boca Regional tours for children. She now volunteers in the Nursery and has logged over 1,000 hours. While living in New Jersey, she formed and ran Days Away, an organization sponsored by the American Cancer Society providing activities for children with cancer. Iris also volunteers at Deerfield Park Elementary School and at the Jewish Association for Residential Care.

MARCH 2015:

*Mary Enck*



Mary began volunteering with D-RMSL in the Patient Library in 2006. In 2013, she switched to the Security Desk in the lobby and has logged over 2,700 hours of service. When asked whether she has a career, Mary says, "Yes — wife and raising eight children." Since 2002, Mary has also volunteered at Saint Joan of Arc Catholic Church.

APRIL 2015:

*Tom Collins*



Tom began volunteering with D-RMSL in 2005 and has substituted in IV Therapy, Children's Tours, Visitor Passes, Surgi-Center, Endo and he drives the Tram. He has earned over 1,000 hours. Tom is always willing to substitute in many areas and is revered as a "Jack-of-all-trades." When he's not volunteering, Tom enjoys spending time at the beach and the pool.

MAY 2015:

*Christy McDonald*



As a D-RMSL volunteer, Christy has logged over 14,000 hours, working four mornings a week in Food and Nutrition. She began volunteering in 1999 as a student at Spanish River High School. Christy receives the highest praise from her department. She is professional in her mannerisms and communication. Christy is cheerful and willing to take on any assignment, always lending a helping hand.

JUNE 2015:

*Spencer Wainger*



Spencer joined D-RMSL in 2007 after moving to Boca Raton from Virginia in 2003 with his parents. Spencer works with Tom DeCicco doing rounds with the therapy dogs on Fridays, and Mondays and Fridays during the summer. He has earned over 1,000 hours of service. Spencer receives high praise from Tom and other members of the dog therapy team for his dedicated and outstanding service.

JULY 2015:

## Roger Farleigh



Roger joined D-RMSL in August 2013 in Volunteer Services and also works one day a week on the Tram. Working three days a week, he has logged over 900 hours of service. Roger has received high praise for going over and beyond in anything that needs to be done with a happy and positive attitude.

AUGUST 2015:

## Ann Latos



Ann has logged over 500 hours of service since joining in January 2013. She is the Tuesday morning secretary in the Auxiliary/Volunteer Office. Previously, Ann was a substitute teacher in grades K-8 and coached the sports teams at Spanish River Christian School. In her volunteer role she is patient, polite and efficient. Ann is always pleasant and ready to help.

SEPTEMBER 2015:

## Betty Masta



Betty joined D-RMSL in 2002, working in Medical Records on Thursdays and the Visitor Pass Desk on Sundays. She previously worked as an administrative secretary to three vice presidents at Beaumont Hospital in Royal Oak, MI. Betty is always willing to substitute additional hours at the Visitor Pass Desk. She has earned over 7,500 hours of service and is helpful and willing to assist others, always with a smile.

OCTOBER 2015:

## Lois McGinn



In 1981, Lois became a D-RMSL volunteer. She received her 29,000-hour service pin in 2015, and currently has over 29,500 hours. She has earned her hours at the Thrift Shoppe, where she currently offers her service three days a week. For years Lois was an avid golfer, but now enjoys jigsaw puzzles and knitting.

NOVEMBER 2015:

## Jean Antin



Jean joined D-RMSL in 1989, three years after moving to Florida from White Plains, NY. She was a longtime volunteer at White Plains Hospital, including serving as the volunteer representative to the Hospital Board of Directors. Jean has spent the last 24 years in the Endoscopy Department working Mondays and Fridays. She also works on Sundays in Volunteer Services and has logged over 12,500 hours of service.

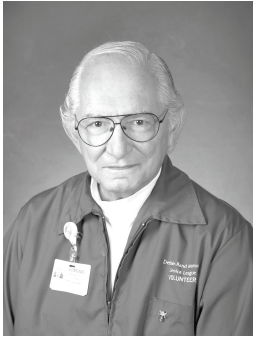
DECEMBER 2015:

## Rosita Feuerman



Rosita started with D-RMSL in 1999 after friend Sondra Greene (already a D-RMSL volunteer) suggested she join. She began working in the Surgi-Center on Wednesday mornings. After a brief leave of absence, she returned in 2012 and has been working at the Boca Regional medical facility on Clint Moore Road on Mondays. Rosita has given almost 4,000 hours of service.

# Congratulations



# A Message from Your President

As President, one of my most rewarding and enlightening experiences is working day-to-day with all of the 900 plus of Gloria's Volunteers. They ensure that her values and her legacy of commitment in service to her Hospital will always be our inspiration.

I have said this before, but it bears repeating: Volunteers exude energy, enthusiasm and compassion; all with thoughtful restraint and sometimes good humor in their efforts to relieve the understandable anxiety of our patients and their families.

Volunteers pledge each day, without reservation, the most precious and incomparable gift of time and dispense it with an immeasurable kindness, which has become the hallmark of all who wear the Blue Jackets.

Volunteers seem imbued with an intangible, which is best described by Rabindranath Tagore, the Indian Nobel Laureate in poetry:

**I slept and dreamt that Life was Joy,**

**I awoke and saw that Life was Service,**

**I acted and behold, Service was Joy.**

**May we always reflect on this!**

It is with great anticipation that I look forward to our Celebration of Service at our Annual Meeting on May 11, 2016, when we honor our Volunteers of the Month and the 2015 Volunteer of the Year. As we continue to share generously our time and abundance it is my hope that we enjoy and bless each other.

– Edmund Nasralla, President of Debbie-Rand Memorial Service League

## “I Rise”

The Outreach Performance Project of Boca Raton High School would like to invite the D-RMSL volunteers to their show, “I Rise” on Saturday, April 16, 2016 at 7:30pm. This event is being spearheaded by one of our D-RMSL Teenage Volunteers, Lauren Morejon. The show will offer a night full of elegant and fabulous performances. Volunteers in attendance will be acknowledged.

### **D-RMSL Volunteer Ticket Fee\*:**

\$10 for regular seating | \$15 for VIP seating

*\*Additional ticket fee of \$5 will apply after March 16, 2016 for each registration.*

**Location:** Boca Raton Community High School's Kathryn Lindgren Theatre, 1501 NW 15th Court, Boca Raton, FL 33486



All proceeds benefit the Eugene M. & Christine E. Lynn Cancer Institute. For tickets, call 561.212.3924, email outreachdance@icloud.com or sign-up in the Volunteer Office. **Lauren, we applaud your efforts in serving our community.**

# Volunteers in *'View*

With pride and appreciation, we would like to recognize two volunteers who have received letters of high praise. D-RMSL and Boca Regional thank you for your outstanding volunteer service.



**Esta Goldfine**

"Starting the New Year in a hospital is no fun. I did it and your staff was great at making *me* feel as comfortable as possible. As they treated me royally, I jotted down their names. One volunteer who was even more outstanding was Esta Goldfine. Thank you for having such a wonderful staff and please thank them for my speedy recovery."



**Ludwig Odierna**

"Recently I was in the outpatient surgical waiting room, on my way to visit a patient. While there, I was assisted by Ludwig Odierna. I just wanted to send a quick note saying that from the moment I walked in, until I left, he was friendly, compassionate and comforting.

I witnessed him treating visitors as if they were members of his own family — with kindness, consideration and a huge smile. Ludwig has the great ability to connect with the visitors and use light humor to keep their stress levels down, including my own. He was truly wonderful and made a great difference."

## D-RMSL TAV Scholarship Forms Available

Scholarship forms are available in the Volunteer Office. Only active (at time of application) high school senior D-RMSL TAVs in good standing are eligible to apply. Previous recipients attending college are eligible to re-apply if they volunteer at D-RMSL a minimum of 160 hours per year and remain in good standing.

Additional criteria can be found on the application form. Applications must be postmarked by March 18, 2016 for consideration.



# What's Your Story?

This is a new feature geared towards allowing the volunteers to learn more about one another in a fun and interesting manner. A different question will be asked each month. Please submit answers to your President, Edmund Nasralla, at [enasralla@brrh.com](mailto:enasralla@brrh.com).

**Q: What would a 'perfect day' look like to you?**

A: My making it easier for someone to get through their day and help them to smile again through the tears.

- Submitted by Renate Cappelletti

A: A perfect day for me would be to spend time with my family and friends, enjoying the beauties that nature has offered us, feeling the warmth of the sun on my face, listening to the birds sing and enjoying the sweet smells of beautiful flowers.

- Submitted by Alexandra Bologna

**Question for next month: If you really knew me, you'd know \_\_\_\_\_.**

## Donations Needed for the Debbie-Rand Thrift Shoppe



Please donate your gently used clothing, shoes, linens, children's items and books. Furniture pick-up and packing is available. Itemized tax receipts are provided for donations. The Thrift Shoppe is located at 903 Meadows Road, Boca Raton, FL 33486. Open Monday through Saturday from 9:00am to 4:00pm and Sunday from 12:00pm to 4:00pm. Call 561.395.2208 with any questions.

## Hoffman's Chocolates to Offer Easter Gift Deals

Hoffman's Chocolate is pleased to display an Easter kiosk benefitting the Debbie-Rand Memorial Service League on Monday, March 21, from 9:00am to 2:00pm, in the Bistro. Hoffman's Chocolates will offer a variety of beautifully designed gift baskets, chocolate assortments and platters that make perfect Easter gifts.

For pre-orders, please contact Tammy Mannarino at 561.523.8215 or at [tmannarino@hoffmans.com](mailto:tmannarino@hoffmans.com). A portion of the proceeds will benefit the D-RMSL Scholarship Fund. Mark your calendar for March 21!



### Making Headlines

Making Headlines is an effort to keep all of our employees, physicians and volunteers informed about news regarding the Hospital.

This section provides you with a list of recent press releases that have been submitted to the media, as well as to our local civic leaders and government representatives.

To review any of our press releases online, visit [BRRH.com](http://BRRH.com). You'll find all of our current announcements on the home page.

**February 17**

Transcatheter Aortic Valve Replacement Center Established at Boca Regional

**January 28**

Kathy Schilling, MD, Named A 2016 OPAL Award Winner

**January 26**

When It Comes To Breast Diagnostic Technology, One Size Does Not Fit All

**January 21**

Boca Healthlink Connects Patients of Boca Regional, Northwell Health

## MARCH

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

**MARCH 2016**

### Meetings & Events:

#### **BOARD MEETING**

WEDNESDAY, MARCH 16

*Save the Date:*

#### **Daylight Saving Time Begins**

SUNDAY, MARCH 13 AT 2:00AM

#### **St. Patrick's Day**

THURSDAY, MARCH 17

#### **First Day of Spring**

SUNDAY, MARCH 20

#### **National Volunteer Month**

FRIDAY, APRIL 1 –

SATURDAY, APRIL 30

#### **Volunteer Recognition Luncheon**

FRIDAY, APRIL 8

#### **Prescription for Fun**

FRIDAY, APRIL 8

6:00PM – 8:00PM

#### **"Celebration of Service" and Annual Meeting**

WEDNESDAY, MAY 11

# The Anatomy of a Volunteer

It takes a special kind of person to volunteer. While each member of the Debbie-Rand Memorial Service League brings unique qualities to Boca Raton Regional Hospital each day, all of our volunteers share certain characteristics, such as:



#### **HEIGHT**

Tall enough to see over problems and see only needs



#### **VISION**

Clear and undistorted



#### **MIND**

Open to change and filled with wisdom



#### **HEAD**

Always held up high



#### **SHOULDERS**

Broad and strong enough to carry responsibility



#### **HEART**

Full of care for others



#### **HANDS**

Ready to help 24 hours a day



#### **FEET**

Ready to walk anywhere to spread love



#### **HEARING**

Ability to listen for long periods of time and be able to distinguish between what is necessary to remember and what is best to forget



#### **VOICE**

Quick to speak words of comfort, is full of laughter and is able to communicate with people of all ages

**If you are interested in volunteering,  
call the Volunteer Office at 561.955.4098.**





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GIFT SHOP

561.955.4100

## Safety Matters: Volunteer Trivia

D-RMSL is committed to ensuring our volunteers have the knowledge needed to keep themselves and our patients safe. As part of this commitment, we will provide a monthly safety question in this newsletter. These questions represent what a volunteer may be asked by The Joint Commission surveyor during a visit.

Congratulations to **Melody Khoriaty**, who correctly answered last month's question: **What is the proper procedure for effective hand-washing with soap and water?** The answer is **wet your hands; apply soap to work up a lather; rub all surfaces, especially fingers, fingernails and cuticles; wash between your fingers and over wrists for at least 15 seconds; rinse with running water from the wrist to the fingertips; dry hands with paper towel and use the paper towel to turn off the faucet.** Contact Aimee Yahn-Carmichael for your prize!

March's trivia question: **What is a Code 24 and what should you do?** The first person who emails Aimee at [ayahn-carmichael@brrh.com](mailto:ayahn-carmichael@brrh.com) the correct answer will win Cinemark Platinum Supersaver movie tickets. Good luck!



**You'll Celebrate the Treasures You Find**

Stop by the **Debbie-Rand Thrift Shoppe** for all the sales and to take advantage of great deals.

**Monday – Saturday: 9am – 4pm**  
**Sunday: 12pm – 4pm**

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