



March/April 2017

InnerView

THE NEWSLETTER OF THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE



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



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INTERESTED IN
VOLUNTEERING?
CALL 561.955.4098

VOLUNTEERS ARE CORDIALLY INVITED TO
THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE'S

CELEBRATION OF SERVICE AND ANNUAL MEETING

FRIDAY, MAY 19, 2017 | 10:00AM – 12:00PM
BOCA RATON REGIONAL HOSPITAL'S DAWSON THEATER

Start your weekend by joining us for the awarding of service hour pins,
our Annual League Meeting and a Buffet Luncheon.

MEMBERS CORNER

MEMBERSHIP REPORT: JANUARY 2017

Active Members

General: 418

TAV: 110 | College: 56 | Life: 16

Inactive Dues-Paid Members

General: 207 | College: 9

Life: 165

Total: 981

Hours Report:

TEENAGE VOLUNTEERS (TAV):

1,667.58 hours

112 TAVs

COLLEGE VOLUNTEERS:

831.42 hours

53 volunteers

ADULT VOLUNTEERS:

9,129.50 hours

408 volunteers

TOTAL:

11,628.50 hours

573 volunteers

MEMBERSHIP REPORT: FEBRUARY 2017

Active Members

General: 422

TAV: 109 | College: 75 | Life: 17

Inactive Dues-Paid Members

General: 216 | College: 5

Life: 165

Total: 1,009

Hours Report:

TEENAGE VOLUNTEERS (TAV):

1,477.37 hours

107 TAVs

COLLEGE VOLUNTEERS:

927.84 hours

67 volunteers

ADULT VOLUNTEERS:

9,456.12 hours

435 volunteers

TOTAL:

11,861.33 hours

609 volunteers

March Volunteer of the Month



BEN BIORDI

Ben was born in Rochester, New York in the era of Eastman Kodak. Thanks to them, he was able to experience theatre, museums and the Philharmonic Orchestra.

After graduating community college, Ben worked for the Federal Aviation Administration

and moved to Long Island to work as an Air Traffic Control Specialist at the New York Enroute Center. He moved planes into and out of the metropolitan New York area and taught air traffic control. Ben had the benefit of visiting the museums in New York City and saw over 500 plays. He is also taking classes at Florida Atlantic University for his Bachelor of Fine Arts in Studio Arts.

Ben has traveled through many national parks in Washington D.C., 36 states, three provinces and several Caribbean Islands. In June 2015, he retired and celebrated by spending the summer traveling throughout the country.

In October 2015 Ben moved to Boca Raton. Wanting to get involved in volunteer work, he chose Boca Regional. Ben works wherever necessary, including Volunteer Services, Visitors Passes and IV Therapy. He has over 700 hours of service.

D-RMSL and Boca Raton Regional Hospital thank you, Ben, for all you do for us.

April Volunteer of the Month



JIM MURPHY

Jim was born and raised in Oakland County, Michigan. He attended the University of Detroit and the Walsh Institute of Accounting. Jim became a Master Plumber and worked for years as Manager of Plumbing at William Beaumont Hospital in Michigan.

He moved to Florida in 1985, where he became an ISA Certified Arborist, working with his brother at Nu-Turf Sod & Garden Shop in Pompano Beach.

Jim's first wife, Pauline, passed away here in Florida. He has two children, Jim Jr. and Kathy. He is now re-married to his wife Suzanne for the past five years, giving him three step-daughters. Together, they have eight grandchildren and two great-granddaughters.

Jim and his wife enjoy traveling, especially since he retired last April. He joined D-RMSL in July 2016 and has already given over 500 hours of service working Monday and Tuesday mornings in the Surgical Center Waiting Room.

Thank you, Jim, for all you continue to do for D-RMSL and Boca Raton Regional Hospital.

Welcome, New Volunteers

Ernestina Addo-Noble	Nikolas Echeverry	Esther Katende	Michael Neira	Jessie Seeman
Mohona Ahmed	Natalie Elledge	Bruce Kendall	Lindsey Paricien	Matthew Suarez
Alexandra Athanason	Alyson Flippo	Sydney Kementt	Payal Patel	Malik Taylor
Samantha Ayoub	D'Yani Florence	Katie Klump	Mackenzie Phelps	Hannah Tenner
Brenda Bello	Daniela Gamba	Sandy Kofsky	Madalynn Ralston	Sonya Thal
Barbara Bograd	Judith Gilbert	Jessica Leopold	Kathryn Richards	Glenn Thomas
Lisa Congemi	Carolina Gimenez	Sydney Longfellow	Karla Rivera	Thanh Ton
Kennedy Cooks	Carlos Gutierrez	Harriet Magalnick	Beatrice Rizzo	Alyse Tsarnas
Carol Cruse	Kelly Hardy	Cindy Marcelus	Sa'shay Robinson	Raeelle Vassell
Daviana De Aza	Christina Holloway	Jorge Martinez	Elizabeth Robertson	Latoya Washington
Julia Devries	Dante Jackson	Stephanie Mejia Vargas	Diaz Romero	Moya Waters
Gabriella Dispenza	Terrell Jackson	Beth Miller	Madison Romero	Sheila Wiseberg
Keelin Dolan	Peggy Jacobs	Hope Nathan	Tony Schiavetti	

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. You'll find all of our current announcements on the home page.

February 8, 2017

Boca Regional Appoints New Chief Medical Officer

March 1, 2017

Boca Raton Regional Hospital Named as One of 150 Top Places to Work in Healthcare



A Message from Your President

At Boca Raton Regional Hospital April 23 through April 29 is a special week when we celebrate the invaluable contributions made by our volunteers in their commitment to the Hospital. While we routinely laud their successes throughout the year by highlighting service hours and profiling each volunteer of the month, National Healthcare Volunteer Week is indeed a time when we, the League and the Hospital Administration, express our sincere gratitude for the generous gift of our volunteers' time and talents.

D-RMSL 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.

They pledge each day, without reservation, the most precious of time and dispense it with an immeasurable kindness, the hallmark of all who wear the blue jackets. They carry on a legacy steeped in more than 50 years of tradition when our founder, Gloria Drummond, rallied the community to build a hospital of its own.

This will be my last message to you as your President, as my term of office ends on May 19. The experience has been challenging and especially rewarding, as I have met the most generous people, you who wear the blue jackets. I am honored and proud to have shared many hours and many days with you in service to our Hospital.

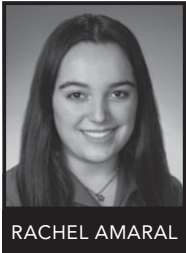
I ask that you extend to our President-elect Sherry Thomas your support and advice, which is invaluable to her success.

I will always treasure your friendship, support and advice.

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

TAV Spotlight

D-RMSL Teenage Volunteer Service Excellence Award



Rachel Amaral is our D-RMSL Teenage Volunteer Service Excellence Award winner for March/April. She became a TAV in November of 2015 and has accumulated 208 hours of service. Rachel has been working on Sundays in the Volunteer Services department discharging patients.

She is currently a sophomore at Boca Raton Community High School and aspires to go to dental school and become an orthodontist. Rachel's favorite subjects are math and science.

We appreciate all you do, Rachel, for Boca Raton Regional Hospital and D-RMSL.

Mended Hearts™ in Boca Raton

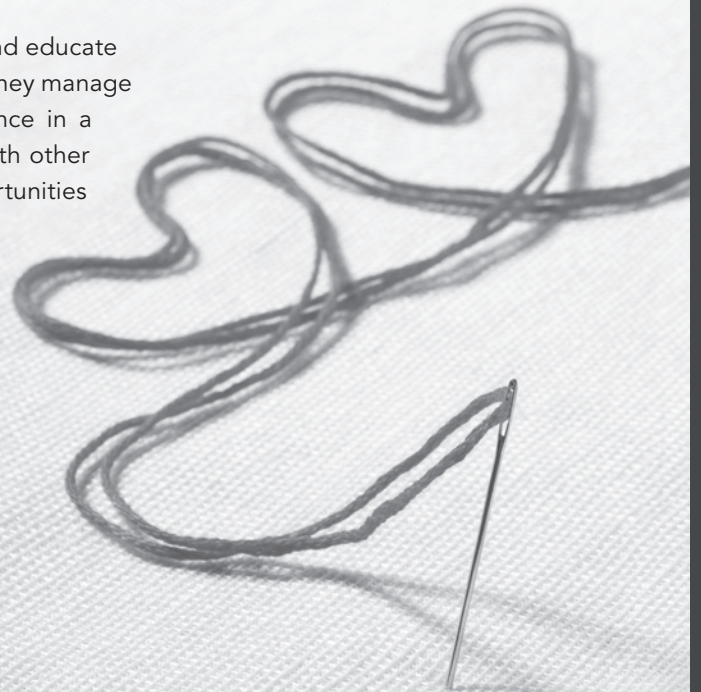
Thanks to the compassionate and charitable intentions of Dr. Allan and Eileen Kaplan, Boca Raton Regional Hospital is pleased to announce the formation of a chapter of Mended Hearts™ in Boca Raton!

Mended Hearts is a national organization that has been offering the gift of hope to heart disease patients, their families and caregivers for 65 years. Recognized for its role in facilitating a positive patient-care experience, the organization partners with 460 plus hospitals and rehabilitation clinics and offers services to heart patients through visiting programs, support group meetings and educational forums. Their mission is: "Inspiring hope and improving the quality of life for heart patients and their families through ongoing peer-to-peer support."

Mended Hearts is made up of the kind of people it serves — heart patients, their families and others impacted by heart disease, allowing its members to draw on personal experience as they help others. Support groups help people understand that there can be a rich, rewarding life after heart disease. Members listen, share their experiences, learn from healthcare professionals and volunteer to talk to other heart patients about what they may face including lifestyle changes, depression, recovery and treatment. Mended Hearts volunteers make visits to patients, family members, and caregivers in hospitals, online and by phone.

Interested in helping others? Join the cause to offer hope and educate patients about cardiovascular health, empowering them as they manage a heart-healthy lifestyle. You'll be able to make a difference in a patient's recovery and outlook on life, as well as interact with other members through local chapter meetings, volunteer opportunities and special events.

If you are interested in joining the group or would like more information, please contact Miriam Caban, RN, at mcaban@brrh.com.



CONGRATULATIONS

Volunteer of the Year

Congratulations to all of the 2016 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 25, 2017 at Boca West Country Club.



JANUARY 2016:

Nona Goldstein

Nona has been volunteering in the Gift Shop on Tuesdays for the past 11 years. She also worked in Gloria's Gifts in the Lynn Women's Health & Wellness Institute, and has spent countless hours knitting hundreds of baby caps for Boca Regional newborns. She has also served on the D-RMSL Board of Trustees.



FEBRUARY 2016:

Sondra Kalke

Sondra became a D-RMSL volunteer in October 2009 and has earned over 1,000 hours of service working in the Radiology Department on Thursday afternoons. The staff describe her as a wonderful volunteer, always cheerful and willing to lend a helping hand to the patients and staff. In her free time, Sondra enjoys babysitting and describes herself as a "gym nut."



MARCH 2016:

Leslie Sklarew

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



APRIL 2016:

Judy Park

Judy joined D-RMSL in 2008 and became a volunteer in the Operating Room, where she spent her time for two years. After a leave of absence, she returned in 2014 and began working in the Gift Shop on Wednesdays. Judy also makes discharge calls to Marcus Neuroscience Institute patients, following up on their hospital care. She has earned over 800 hours of service. When she's not volunteering, Judy enjoys playing Mahjong with her friends and knitting.



MAY 2016:

Mary Watts

Before Mary retired from teaching, she told her colleagues she was going to volunteer at Boca Regional in the nursery. When she joined D-RMSL in 2010, there were no openings and she was asked to volunteer as a secretary in the Volunteer Office. Today, she is still in that position and has logged over 2,400 hours of service. In 2012, Mary was elected to the D-RMSL Board of Trustees. She has taken an active role in fundraising, arranging Hoffman's Chocolates® events and has chaired several committees.



JUNE 2016:

Stanley Davis

Stanley became a D-RMSL volunteer in the spring of 2014 and spent his time briefly in several departments until the Marcus Neuroscience Institute opened, where he became an ambassador on Monday mornings. He is a welcoming and friendly individual greeting both patients and visitors and logged over 500 hours of service. Stanley loves to read books and is an avid sports fan. He also volunteers in his community serving as Captain in the Citizens on Patrol.



OCTOBER 2016:

Diane Chepovsky

Diane joined D-RMSL in August 2014 when she became an Ambassador in the Marcus Neuroscience Institute on Monday mornings. When the new Christine E. Lynn Women's Health & Wellness Institute opened in July 2015, she added the morning shift on Wednesdays to her schedule. In total, she has logged over 875 hours of service. A former tennis player and golfer, Diane now enjoys her volunteer work at the Hospital.



JULY 2016:

Alice Duquette

Alice started volunteering in the Thrift Shoppe in November 2006 and has worked in the Women's Marking Room ever since. She currently works four days a week and has earned over 8,300 hours of service. She also volunteers two days a week at The Volen Center, running the Bingo sessions for the participants.



NOVEMBER 2016:

Sergio Rodriguez

Sergio became a volunteer in 2013 working in Patient Financial Services, utilizing his strong financial background to support the work of the department. Two years later, he joined the D-RMSL Board of Trustees serving as the Treasurer of the League. Sergio has donated over 2,900 hours of service.



AUGUST 2016:

Alfred DiBenedetto

Alfred (Al) became a D-RMSL volunteer in 2014 and works in the Infusion Room at the Center for Hematology-Oncology (CHO) at the Lynn Cancer Institute. He requested that assignment in order to give back to the nurses, staff and volunteers for the exceptional care given to his late wife, Anne, while receiving treatment. Al is a very hardworking volunteer. He is a self-starter and takes initiative to make CHO a better place for both the staff and patients.



DECEMBER 2016:

Robert K. Rostron III

In January 2005, Robert joined D-RMSL and for the past 11 years has worked in Volunteer Services and the Patient Library during the week. Shortly after joining he started in the Endoscopy Unit, where he now volunteers on Saturdays and Sundays. He has dedicated over 14,785 hours of service. According to the staff, "Robert is a very important part of the family. He is dedicated and responsible, always bringing a smile."



SEPTEMBER 2016:

Judy Lee

Judy began volunteering in the Gift Shop on Wednesday mornings in September 2011. In 2014, she added an assignment as an Ambassador at the Marcus Neuroscience Institute. She has volunteered nearly 1,400 hours of service. Judy keeps very busy with her family and volunteering, but in her free time she enjoys reading.



Ladies Golf Association at Boca Pointe Donates Funds to Boca Regional

WRITTEN BY: VINCE LOSCALZO

The Ladies Golf Association at The Club at Boca Pointe held their annual golf outing on January 10, 2017. About 100 ladies and gentlemen participated on a windy, but blue sky day and had a wonderful round of golf followed by a luncheon at the Club. The outing was a success and for the seventh year in a row the Ladies Golf Association donated the funds raised to the Debbie-Rand Memorial Service League.

This year, the \$5,030 raised will be used to support an outreach program that the Hospital has established to help indigent women in our area receive breast cancer screenings and treatment. Over the past seven years, the Ladies Golf Association has raised over \$35,000 for this cause. Continued donations have helped contribute to the success of the outreach program.

D-RMSL, Boca Raton Regional Hospital and the Boca Raton Regional Hospital Foundation salute the Ladies for their long-term commitment to this most worthy cause.

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.**



An Update on the Art of Recovery

In the November/December 2016 edition of the *InnerView*, we featured a new program founded by Jamil Wilcox, a pre-med student studying Neuroscience at Florida Atlantic University. The program is now sponsored by the Debbie-Rand Memorial Service League and affiliated with Boca Raton Regional Hospital as well as the American Parkinson's Disease Association. They also have over 50 pre-health volunteers assisting.

The Art of Recovery provides a source of therapy for patients at the Hospital's Marcus Neuroscience Institute to express themselves through painting and drawing. Since July 2016, over 300 patients have participated in the program.

The Art of Recovery is available for patients on Tuesdays, Thursdays and Sundays from 7:00pm to 8:30pm.

Now Open Debbie-Rand Scrubs and Uniform Store

The Debbie-Rand Scrubs and Uniform Store is now open. Located on the second floor of the Christine E. Lynn Women's Health & Wellness Institute, the shop features scrubs, uniforms and accessories for all departments.

For more information about the Shop, call 561.955.8742 or email debbierandscrubs@gmail.com.



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	

APRIL

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						

MARCH / APRIL 2017

Meetings, Events & Important Dates:

FIRST DAY OF SPRING

MONDAY, MARCH 20

APRIL FOOL'S DAY

SATURDAY, APRIL 1

PASSOVER

TUESDAY, APRIL 11

EASTER

SUNDAY, APRIL 16

EARTH DAY

SATURDAY, APRIL 22

**NATIONAL HEALTHCARE
VOLUNTEER WEEK**

SUNDAY, APRIL 23 –

SATURDAY, APRIL 29

VOLUNTEER

APPRECIATION LUNCHEON

TUESDAY, APRIL 25



In Honor of National Healthcare Volunteer Week

WRITTEN BY: ROGER FARLEIGH

Volunteerism is too large a topic for this space, and too complex a topic for me. D-RMSL's 600 plus active volunteers dedicate an amazing number of hours of their personal time each year to support the Hospital's mission, "to deliver the highest quality patient care with unrelenting attention to clinical excellence, patient satisfaction and patient safety." The teenage, college and adult volunteers take on a whole host of tasks and responsibilities to achieve those mission-supporting goals, donating a total of 135,590 hours during 2016.

Why does an individual choose to volunteer at Boca Raton Regional Hospital? As expected, there was no universal response to that question. Among the many that I heard were the following: a well-organized volunteer program, to satisfy a volunteering requirement, give back to the community, gain pre-employment experience, help mankind, work alongside great volunteers and staff, get out of the house, camaraderie, to help and support people in some of their most difficult hours and rejoice with those who have brought new lives into the world.

One volunteer, Marie Edelman, may have summed it best: "We simply get more out of volunteering than we give."

The thanks and hugs are nice, too.



**BOCA RATON
REGIONAL HOSPITAL**
DEBBIE-RAND MEMORIAL SERVICE LEAGUE
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 safety question each edition. These questions represent what a volunteer may be asked by The Joint Commission surveyor during a visit.

Congratulations to **Marsha Bolles**, who correctly answered last month's question: **True or False? Volunteers in patient care, laboratory or food services may wear artificial nails and nail jewelry. The answer is false.** Contact Aimee Yahn-Carmichael for your prize!

Next edition's trivia question: **When transporting a patient, you should enter and exit elevators with which wheels entering first?** The first person who emails Aimee at ayahn-carmichael@brrh.com with 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

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