



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

February 2016
InnerView

THE NEWSLETTER OF THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE

The Importance of "Hope"

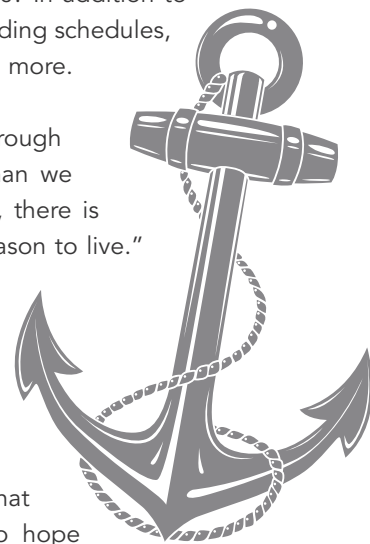
Bob Buss

Read or listen to the news any day of the week and it is frightening. Terrorist attacks, workplace violence, gang wars in residential areas, wildfires, mudslides, the economy, etc, all coming at us each and every day, almost regardless of where we live or how good and peaceful a life we lead. In addition, each of us encounters profound losses in our life and the accompanying pain.

So, how can we cope with all of this weighing on us? In addition to all of the normal daily pressures of living with demanding schedules, work-life balance challenges, health issues and much more.

"Hope is what motivates us and keeps us going through the hard times. We dream of something better than we presently have, pushing us further'...Without hope, there is nothing to plan or look forward to; therefore, no reason to live."
(Brandi Caskey, Irvine Life Coach)

"When we are hopeful, we not only develop appropriate and challenging goals, but believe that we have the ability to achieve them despite the challenges that may lie ahead. Hopeful people encounter challenges or difficulties with the belief that better times and things lie ahead. Those with no hope either make no goals, or set goals that are too easy (or next-to-impossible) to achieve. They then get either bored or dejected and quit." (Laura Finley, PhD, at Barry University, Dept. of Sociology & Criminology)



IN THIS ISSUE:

Coffee, Crumpets
and Conversation
PAGE 3

D-RMSL TAV
Scholarship Forms
Available
PAGE 5

2016 Volunteer
Reorientation
Schedule
PAGE 6

INTERESTED IN
VOLUNTEERING?
CALL 561.955.4098

Continued on page 3 »

MEMBERS CORNER

MEMBERSHIP REPORT: DECEMBER 2015

Active Members

General: 437
TAV: 106
Life: 16

Inactive Due-Paid Members

General: 262
Life: 170
Honorary: 2

Total: 993

Hours Report:

TEENAGE VOLUNTEERS (TAV):

1,080.07 hours
117 TAVs

ADULT VOLUNTEERS:

9,836.76 hours
442 volunteers

TOTAL:

10,916.83 hours
559 total volunteers

Welcome, New Volunteers

Michael Bank	Herb Molan
Petra Block	Trudy Nadeau
Marsha Bolles	Kayla Pradines
Oscar Fonseca	Armond Schiff
Talan Ho	Jon Van Dine
Phyllis Kovacs	Diane Weiner
Alice Kugler	Brooke Wilkinson
Bonnie Miller	

February Volunteer of the Month



SONDRA KALKER

Sondra Kalker 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.

Originally from Brooklyn, New York, Sondra and her late husband, Harold, lived in Canada where Harold was the CEO of Brothers International, an electronics company. They moved to South Florida 22 years ago, and then to Boca Raton four years later. Their son, Peter, his two sons and two great grandsons currently reside in Boca Raton.

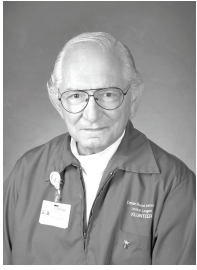
Sondra enjoys babysitting and describes herself as a "gym nut." When reflecting on her work in the Radiology Department, she modestly says she is a "goffer." However, the staff describes her as a wonderful volunteer, always cheerful and willing to lend a helping hand to the patients and staff.

Many thanks, Sondra, for all you do for your Department, D-RMSL and Boca Regional.

IN MEMORY OF:

Irving Rosenberg and
Sylvia "Your Beloved Mother"





A Message from your President

The cover article by Joan Gridley in the January issue of our newsletter and the cover in this issue by Bob Buss emphasizes the optimistic gift of hope. In the uncertainty of our lives, optimists claim that faith in our highest and best selves is the necessary foundation of hope. If this is true, what a beautiful exercise it is in overcoming our fears. Reassured by this belief in our ability to realize our hopes, we can meet our future with enthusiasm and vitality.

In our optimism, and sometimes pessimism, we often ask ourselves, "What is our purpose?" Is it to serve and to love, to be gracious and compassionate or to achieve some measure of fulfillment? I believe these feelings are imprinted in our DNA; they propel us on our journey towards fulfillment. Some of us find that it is the journey that is important; that the journey was our path to peace, grace, humility and contentment.

The true ingredients of our hopes realized!

I believe each of us are responsible for giving meaning and purpose to our lives; to live sincerely, to live passionately, to cultivate a thirst for learning and personal growth, to achieve and eventually, to succeed!

Yours for abundance, good health, good humor and not taking ourselves too seriously.

– Edmund Nasralla

The Importance of "Hope," *continued from page 1*

As dedicated D-RMSL volunteers, each of us helps bring hope into the lives of our patients and their family members with our friendliness, compassion, empathy and by our mere presence. With the right sort of "can do/I want to help" attitude it becomes contagious among our ranks of volunteers so that visitors have a consistent and pleasant experience at Boca Raton Regional Hospital.

Lastly, each of us has, is, or will face many of these same daunting challenges in our own lives. Let it be the camaraderie of our 900 plus strong body of D-RMSL volunteers that will enable us to navigate those troubled waters and emerge stronger because of our mutual friendship and hope.

We are threatened by "fear," but encouraged by "hope."

A D-RMSL Discussion Group: Coffee, Crumpets and Conversation



The D-RMSL 3-Cs meeting schedule ("Coffee, Crumpets, & Conversation") kicked off on Tuesday, January 12th to a very enthusiastic reception by attendees. Our next meeting will be at 2:45pm on Tuesday, February 23rd in the 1st floor conference room of the Christine E. Lynn Women's Health & Wellness Institute. Subsequently, all 3-Cs meetings will

be held on a monthly basis, dates and times to be announced. **(Note:** We will rotate the meeting dates between Tuesdays, Wednesdays and Thursdays to avoid conflicts that volunteers might have with other commitments)

Fourth and Final Installment of the Debbie-Rand Story

The Hospital Ball, The Fiesta, the Spring Fashion Show and Sale, "Dining Around Boca" and a variety of smaller moneymakers all rewarded the League with the funds. The snack bar and the gift shop would become additional fundraising sources for the League.

As the actual opening of the Hospital grew closer, a great new need presented itself. Who would meet and direct incoming patients and visitors? Who would deliver mail, messages, flowers, papers and answer patients' special requests? Who would act as messengers between floors and departments, aiding and supplementing the hospital routines? Who would provide extra clerical help?

So when the facility opened in 1967, the purpose of the League became twofold: to supply volunteer services to the Hospital and to raise funds for its support.

Volunteers work in the Hospital and at various off-site locations. Assignments cover 90 departments and services.

In 1990, a Teenage Volunteer (TAV) Program was instituted and has grown steadily. In fact, the TAV program is recognized as a role model by the Association of Florida Healthcare Auxiliaries/Volunteers, Inc. (AFHAV). In 1997, the League established a scholarship program to benefit the teenagers.

Volunteer service is recognized with the awarding of pins starting at 100 hours and in increments of 500 hours thereafter.

The first phase of the Hospital was completed in 1967, the second in 1971 and the last of the three projected in the original 10-year development period commenced in late 1977.

On a sunny afternoon on December 4, 1977, dedication ceremonies for the third phase took place at the park-like entrance to the Hospital.

A major addition to the Hospital facilities was the League's donation of the Debbie-Rand Memorial Pavilion in 1984.

When increasingly busy parking areas were expanded, a tram service staffed by volunteers was introduced.

The celebration of the Millennium in 2000 inspired Debbie-Rand to adopt "A Million for the Millennium" as its theme and goal. One million dollars plus was the League's donation to the Hospital that year thanks to the generous support of the community.

The Debbie-Rand Memorial Service League remains an essential arm in support of the Hospital and its goals. The members have proven the truth of this in uncounted ways through the years and they will go on proving its truth tomorrow – and tomorrow – and tomorrow.

Photo: Boca Raton Regional Hospital's Groundbreaking Ceremony (1967)



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.

Q: Why is it important to have Hope?

A: Without Hope, we are doomed.

Without Hope, there is fear.

Without Hope, we will never lead a full and happy life.

- Submitted by Eileen Carlins

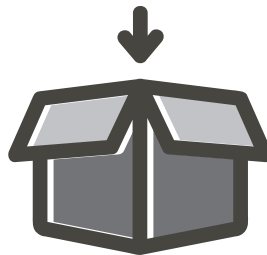
A: For many people, Hope is what gets them through the trials and tribulations in life. When you Hope for something, your desire grows and you look at the situation with a positive perspective. Hope allows you to have a promising vision of what lies ahead.

- Submitted by Mary Watts

Question for next month: What would a 'perfect day' look like to you?

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.



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.



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

December 30

Boca Raton Regional Hospital Wins
National Research Corporations
Consumer Choice Award

FEBRUARY

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					

FEBRUARY 2016 Meetings & Events:

ADULT ORIENTATION
TUESDAY, FEBRUARY 9

BOARD MEETING
WEDNESDAY, FEBRUARY 17

Save the Date:

Allianz Golf Tournament
MONDAY, FEBRUARY 1 –
SUNDAY, FEBRUARY 7

Valentine's Day
SUNDAY, FEBRUARY 14

Presidents Day
MONDAY, FEBRUARY 15

Volunteer Recognition Luncheon
FRIDAY, APRIL 8

What is SHINE?

SHINE stands for Serving Health Insurance Needs for Elders. It is a Florida statewide volunteer organization. It provides assistance and advice to those on Medicare, as well as those who are about to become eligible.

Help is available in the following areas:

1. Selection of an appropriate Medicare plan: Explanation of the difference between Original Medicare and Medicare Advantage Plans (which include HMO's and PPO's)
2. Selection of a Supplemental Insurance Plan
3. Selection of the most favorable Medicare Prescription Drug Plan
4. Help in dealing with the Medicare Appeals Process
5. Benefits offered by Medicare, Medicaid and other sources for short-term or long-term care

Harold Wolkoff, who is a Debbie Rand volunteer and a trained SHINE volunteer consultant, is available on Monday and Wednesday mornings by appointment only.

To make an appointment, call the SHINE office at 1.866.684.5885.

2016 Reorientation Schedule

Time to Prepare for The Joint Commission Compliance

As in past years, we will have **mandatory orientation for all D-RMSL volunteers**. In order to remain in active status, you **must attend** this important presentation. Kathy Davis, ARNP, Employee Health Nurse, will be on hand ten minutes prior to each orientation to administer Tuberculosis (TB) tests to volunteers who have patient contact and who require the screenings. Each session will last approximately 60 to 90 minutes. Light refreshments will be served. Classes are available on the following dates in the **Dawson Theater**:

Wednesday, February 24 at 10:00am

Wednesday, February 24 at 4:00pm

Thursday, February 25 at 4:00pm

Monday, February 29 at 10:00am

Please call the Volunteer Office at 561.955.4098 to sign up for an orientation class. For those who are unable to attend a session, you will have the option of watching the orientation online and then completing a quiz. If you wish to do this, please stop by the Volunteer Office to pick up the quiz and instructions. Thank you for your support and adherence to this requirement. **The deadline for completion is May 2, 2016.**



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 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 **Eileen Carlins**, who correctly answered last month's question: **What number would you dial for an emergency if you were in the main hospital? What number would you dial if you were in a department outside of the main hospital? Where can you find these numbers? The answer is extension 5555 (main hospital) or 9-911 (other buildings). The information is found on the backside of ID badge.** Contact Aimee Yahn-Carmichael for your prize!

February's trivia question: **What is the proper procedure for effective hand-washing with soap and water?** The first person who emails Aimee at ayahn-carmichael@brh.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

903 Meadows Road, Boca Raton, FL 33486
Phone: 561.395.2208


BOCA RATON
REGIONAL HOSPITAL
DEBBIE-RAND THRIFT SHOPPE

Thomas Produce Co. Inc.

**Growing, Packing,
Selling & Shipping
Florida's Finest Produce**

**9905 Clint Moore Road
Boca Raton, Florida 33496**

(561) 482-1111



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

800 Meadows Road
Boca Raton, FL 33486

561.955.4098

Non Profit Org.

U.S. Postage

PAID

Permit No. 82

Boca Raton, FL



- Serving Boca Raton Regional Hospital and the surrounding community since 1943
- Arrangements for all occasions: parties, weddings, Bar & Bat Mitzvahs
- Plants, balloons, plush novelties
- We can create very unusual designed personal floral pieces
- All Boca Raton Regional Hospital volunteers, employees and physicians receive **10% discount** on all in-store or locally delivered items, plus an additional 5% discount, which will go to the Debbie-Rand Memorial Service League

Boca Raton Florist • 301 S. Federal Highway, Boca Raton, FL 33432

Phone: (561) 395-1944 • www.bocaratonflorist.com