



MAR./APR. 2018

InnerView

THE NEWSLETTER OF THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE



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

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

Celebration of Service and Annual Meeting

Join us for the awarding of service hour pins, our annual League meeting and a buffet luncheon on Wednesday, May 23 from 10:00am to 12:00pm at Boca Raton Regional Hospital's Dawson Theater.

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VOLUNTEERING?
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MEMBERS CORNER

MEMBERSHIP REPORT: JANUARY 2018

Active Members

General: 387

TAV: 142 | College: 65 | Life: 16

Inactive Dues-Paid Members

General: 95 | College: 80

Life: 166

Total: 951

Hours Report:

TEENAGE VOLUNTEERS (TAV):

1,970.55 hours

139 TAVs

COLLEGE VOLUNTEERS:

729.95 hours

54 volunteers

ADULT VOLUNTEERS:

9,497.80 hours

371 volunteers

TOTAL:

12,198.30 hours

564 volunteers

MEMBERSHIP REPORT: FEBRUARY 2018

Active Members

General: 387

TAV: 125 | College: 63 | Life: 16

Inactive Dues-Paid Members

General: 104 | College: 89

Life: 166

Total: 950

Hours Report:

TEENAGE VOLUNTEERS (TAV):

1,551.60 hours

128 TAVs

COLLEGE VOLUNTEERS:

763.19 hours

65 volunteers

ADULT VOLUNTEERS:

9,945.76 hours

381 volunteers

TOTAL:

12,260.55 hours

574 volunteers

March Volunteer of the Month



Ilse has led an interesting life. She was born in Vienna, Austria, leaving the country when she was twelve years old, and eventually relocating to England. She met her husband during WWII when working as a RAF Flight Mechanic. Her

son and daughter were born in England. A move to the United States in 1956 brought her and her family to Detroit, Michigan. She received training and certification as a dental assistant and served as President of the Michigan Dental Assistant Association.

Ilse and her husband moved to Boca Raton in 1983. She began her D-RMSL Volunteer service in January 1992 and has earned over 5,400 hours. Ilse volunteers on the 6th and 8th floors, helping the nurse assistants with a variety of duties and making up discharge folders. She chose to volunteer out of gratitude for the care her husband received, for the interaction with people, and because she likes helping others. Her other volunteer experience includes providing office support services for her Temple, and taking students to the March of the Living.

Ilse has two grandchildren and three great grandchildren. She used to enjoy a game of golf and still enjoys reading in her spare time.

April Volunteer of the Month



Andrew is a native Floridian, born and raised in Boca Raton, and the middle child of five siblings. He is a junior at Nova Southeastern University majoring in neuroscience with a double minor in chemistry and business. His goals and aspirations include admission

into Florida Atlantic University's medical school. Toward that end, Andrew is doing genomic and pancreatic cancer research at Nova, and has over 900 hours as a D-RMSL Volunteer. He wants to specialize in anesthesia and practice one day at Boca Regional.

Andrew volunteers in the Hospital's Emergency Department. He began his volunteer experience as a D-RMSL Teenage Volunteer in his junior year in high school. Shortly after becoming a volunteer, he reached out to practitioners to shadow, accruing 300 shadowing hours to date. He volunteers as a peer mentor for other freshmen in college, tutors elementary students in science subjects, and is involved in nonprofit community service projects. He has also volunteered with the Give Kids the World, a foundation which helps terminally-ill children.

Welcome New Volunteers

Francia Alexis
Alexandria Alonso
Susie Alzate
Alex Antigua
Andrea Carriles
Michelle Chaban
Jena Chatlos
Ayse Demircan
Ashley Diaz
Gabrielle Dixon
Suzanne Fisher

Alexis Foxman
Else Francois
Evelin Garcia
Jessica Gutstein
Paula Hemmings
Cindy Hiskell
Autumn Hromada
Brittney Jones
Ashley Kash
Helen Klebanoff
Skyler Leaphart

Harry Levy
Alexandra Made
Moselie Metinor
Elmanny Mondesir
Joan Owen
Kathleen Parisi
Miredith Pimentel Silva
William Ragusa
Neal Ramim
Mary Ellen Roderick
Carolina Rodriguez

Sydney Rotman
Sondra Servais
Jared Shouppe
Ana Torres
Eileen Veloz Valelrio
Marckiana Vesseau
Gabrielle Webb
Irene Wiener
Mark Wilcock

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 12, 2018

FAU Approved for Neurology Residency Program

February 14, 2018

Mindful Boca 2018 Kicks Off the Year to a Sold Out Crowd

February 20, 2018

Lynn Cancer Institute Director of Oncology Support Services Receives National American Cancer Society Honor

February 21, 2018

Physical Therapist at Boca Regional Receives Recognition from National Multiple Sclerosis Society

March 8, 2018

Boca Raton Regional Hospital Announces Potential Partner List



A Message from Your President

April is National Volunteer Month. Throughout the nation we will pause to recognize and celebrate individuals who donate their time and energy in the spirit and tradition of volunteerism. Debbie-Rand Memorial Service League volunteers carry on that tradition. Through your service, you are continuing the extraordinary legacy of our founder Gloria Drummond and her dedicated volunteers who raised funds to build a hospital for its community. That Hospital has grown from a capable community healthcare provider to a nationally ranked medical center with 400 beds, over 2,800 employees, 800 primary and specialty physicians on staff and 600 plus active volunteers.

Our volunteer program is second to none. We take great pride and find satisfaction in our service. Boca Raton Regional Hospital recognizes the remarkable contributions of our volunteers in many ways. On April 17, the Hospital will host the annual D-RMSL Luncheon at Boca West Country Club where we will celebrate our Volunteers of the Month and the announcement of Volunteer of the Year. Last June the Hospital established a steering committee to explore the possibility of a strategic partnership with a major healthcare provider. The committee includes hospital board members, community and medical staff leaders and volunteers. I am honored to represent the League as a voting member of the Hospital's board of trustees and steering committee. Only one other known hospital in Florida has a volunteer as a voting member of its board of trustees. Potential partners that have visited the Hospital in recent weeks have all commented on our outstanding community culture of care. As volunteers, we are part of that community. We are part of the team.

In our role as volunteers, it's the small things that make a difference. You may well be a patient or visitor's first or last contact with the Hospital. Let's continue to ensure that those contacts are always positive and upbeat with a smile on our face and in our voice. Strive to always reflect the spirit of volunteerism with kindness, compassion and selflessness to those we encounter in service. Thank you for all you do.

– Sherry Thomas, President of the Debbie-Rand Memorial Service League

Board of Trustees Nominees

The Nominating Committee has selected for election, the slate of nominees listed below for election by the D-RMSL Board of Trustees for service on the 2018 – 2021 Board:

Neil Olmstead

Ben Biordi

Nona Goldstein

Michelle Kirkendall

Ilene Gleicher

Debbie Leising

CONGRATULATIONS

Volunteer of the Year Nominees

Congratulations to all of the 2017 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 Wednesday, May 23 at Boca West Country Club.



JANUARY 2017:

Dolores Del Raso

Dolores became a D-RMSL volunteer in 2012 at the suggestion of one of the nurses after her husband Vincent passed away while he was a patient at Boca Regional. She has worked in the Patient Library and as a Secretary in the Volunteer Office. Last year, Dolores was elected to the D-RMSL's Board of Trustees.



APRIL 2017:

Jim Murphy

Jim and his wife enjoy traveling, especially since he retired last year. 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.



FEBRUARY 2017:

Howard Genke

Howard joined D-RMSL in 2014 and began volunteering on the eighth floor. He works on Wednesdays in the Surgi-Center waiting room. According to one D-RMSL volunteer who spent time as a patient, "Howard was always very professional, running the entire eighth floor."



MAY 2017:

Mary Zibelli

Mary Zibelli joined D-RMSL in 2002 and has logged over 2,000 hours of service. She has volunteered in several areas around the Hospital including the Front Desk, IV Therapy, Endoscopy, Emergency Department and the Rockwell Suites. Mary currently enjoys working at the Surgi-Center.



MARCH 2017:

Ben Biordi

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.



JUNE 2017:

Jean-Ellen Riess

Jean-Ellen Riess joined D-RMSL in September of 2014. She currently volunteers at the Eugene M. & Christine E. Lynn Cancer Institute in the Radiation Oncology department and has logged over 700 hours of service.



JULY 2017:

Emon Alavi

Emon joined D-RMSL in May 2014 and has earned almost 600 hours of service. She works in IV Therapy on Sunday mornings and Volunteer Services transporting patients on Friday nights. Emon was awarded a D-RMSL scholarship in April 2016.



AUGUST 2017:

Harriet Nichols

Harriet has over 7,000 hours of service, working in several areas such as the Bistro, Surgi-Center, Scrub Shop and Gloria's Gifts. Harriet now works in the Gift Shop.



SEPTEMBER 2017:

Don Salas

Don began his volunteer service with Boca Regional in September of 2014. He requested that he be able to volunteer with the doctors and nurses in the Cardiovascular ICU.

Over the past three years, Don has accrued over 1,084 hours of service and the staff have "adopted" him as one of their own.



OCTOBER 2017:

Nancy Coakley

Nancy began her volunteer service with Boca Regional in June of 2010. Earning 4,154 hours as a care partner, Nancy serves patients and staff in the Hospital's Emergency Room. In addition, she is a trustee on the Debbie-Rand Memorial Service League Board. She has chaired the D-RMSL Anniversary Luncheon for the past several years.



NOVEMBER 2017:

Ruth Bonn

Ninety-one years young, Ruth has been a volunteer at Boca Raton Regional Hospital for 27 years, accruing 5,500 service hours.

On Tuesdays and Wednesdays, you will find Ruth at the Hospital's Security Desk across from the Gift Shop. Her volunteer experience at Boca Regional also includes 15 years of service in the Emergency Department and the Lynn Cancer Institute. On Saturdays, Ruth also volunteers at the Mae Volen Center



DECEMBER 2017:

Haley Brown

Haley is a licensed Emergency Medical Technician and First Responder. Her training is most helpful in the Emergency Department, where she serves as a volunteer. Haley also volunteers in the Nursery, assisting with the lactation program. She has accumulated over 500 hours of volunteer service.

TAV Spotlight

D-RMSL Teenage Volunteer Service Excellence Award



Margarita is a young woman who wants to save lives through a career in a medical field. She was born in Ukraine, speaks seven languages, and is interested in continuing her linguistic studies.

Margarita is a senior at Boca Raton High School where her favorite subjects are philosophy and psychology. To help her reach her medical career goal, she serves as a D-RMSL TAV in Boca Regional's Histology Lab and shadows an orthopedic surgeon practicing in Lake Worth. Margarita has been a TAV since November 2015 and has accrued over 900 service hours. She also volunteers at Morikami Park Elementary School and at a local Polish church where she tutors the Polish language. Margarita feels that her volunteer experience will help her gain the skills and knowledge she needs to enter the medical field and to help save lives. When she is not in school or volunteering, Margarita likes to surf and draw. She also enjoys playing the piano and singing, and is a big sister to her younger sister.

Our Shining Stars

Admission to Boca Raton Regional Hospital for many of our patients begins in the Emergency Department (ED). Our volunteers in ED play a vital role in supporting ED staff, focusing on the comfort of the patients and providing support to family members during what can be a stressful situation. Our Shining Stars this issue are all 30 of our ED Volunteers for making patients their priority and helping ED staff serve the high volume of patients over the past several months.



Left to Right: Marty Lambert, Sandi Eigner, Harriet Hoffman, Nancy Coakley and Andrea Morris

Alonso Bolivar

Haley Brown

Danny Bruce

Vanessa Church

Nancy Coakley

Julia Devrie

Susan Eigner

Beverly Ejhrentreu

Miguel Garcia

Andrew Gonedes

Elazar Greenwald

Nicholas Hallman

Harriet Hoffman

Patricia Horowitz

Mervyn Hurwitz

Charliz Johnson

Marty Lambert

Maria Rosa Mangino

Gardenia Mayo

Andrea Morris

Kristen O'Brien

Neil Olmstead

Manuel Ramierz

Kristian Rivera

Ronnie Rosen

Austin Scara

Joyce Schoenbaum

Helen Vallerand

Cynthia Westman

Mohamadhusni Zarli

Thank you for your service to Boca Raton Regional Hospital.

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 2018

Meetings, Events & Important Dates:

PASSOVER BEGINS AT SUNDOWN
FRIDAY, MARCH 30

EASTER
SUNDAY, APRIL 1

APRIL FOOL'S DAY
SUNDAY, APRIL 1

**NATIONAL HEALTHCARE
VOLUNTEER WEEK**
SUNDAY, APRIL 15 –
SATURDAY, APRIL 21

EARTH DAY
SUNDAY, APRIL 22



Urgent Care May Be An Option for You

Boca Raton Regional Hospital reminds you that Urgent Care services can provide you with quick and convenient treatment options for a variety of conditions that require timely care but are not considered medical emergencies.

You should consider this as an option if you feel your specific problem could be cared for in an urgent care setting. Examples of when to use urgent care include: coughs/colds, sore throat, sprains and strains, rashes, lacerations, ear infections and other minor ailments.

Hours of operation are:

Monday through Friday: 8am – 8pm | Saturday and Sunday: 9am – 3pm.

For more information call 833.5URGENT (833.587.4368).

Dial 5555 for Emergencies

REMINDER: If you or a visitor has an emergency during your volunteer service at the hospital and a hospital staff member is not available, please dial 5555, NOT "0". The 5555 number is a dedicated emergency line and should be used in these situations. This information is also available on the back of your volunteer badge.

Handwashing Reminder

Reminder, it is the expectation that all staff and D-RMSL volunteers must wash in and wash out of all patient rooms (even if you did not touch a patient). Regular handwashing, particularly before and after certain activities, is one of the best ways to remove germs, avoid getting sick and prevent the spread of germs to others. It's quick, it's simple, and it can keep us all from getting sick. Handwashing is a win for everyone, except the germs.



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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 in each edition. These questions represent what a volunteer may be asked by The Joint Commission surveyor during a visit.

Congratulations to Rose Yarema, who correctly answered last month's question: **What does the acronym P.A.S.S. stand for? The answer is Pull, Aim, Squeeze and Sweep.** Contact Aimee Yahn-Carmichael for your prize!

This edition's trivia question: **What do the following acronyms stand for: H.O.B.S. and E.A.R.?** 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.

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