




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

NOV./DEC. 2018
InnerView

THE NEWSLETTER OF THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE



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

Holiday Open House

WEDNESDAY, DECEMBER 5 | 10:00AM – 3:00PM
HOSPITAL MAIN LOBBY

The Debbie-Rand Memorial Service League's Board of Trustees cordially invites you to attend our annual Holiday Open House. The event will be held on Wednesday, December 5, 2018 from 10:00am to 3:00pm in the main lobby of the Hospital. The menorah will be on display and the tree lighting will begin at 10:00am.

Light refreshments of punch and cookies will be served and the event will also include entertainment.

We hope you'll join us in celebrating the 2018 holiday season!



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MEMBERS CORNER

MEMBERSHIP REPORT: SEPTEMBER 2018

Active Members

General: 365

TAV: 148 | College: 75 | Life: 12

Inactive Dues-Paid Members

General: 193 | College: 112

Life: 135

Total: 1,040

Hours Report:

TEENAGE VOLUNTEERS (TAV):

2,080.46 hours

144 TAVs

COLLEGE VOLUNTEERS:

799.69 hours

72 volunteers

ADULT VOLUNTEERS:

8,569.13 hours

352 volunteers

TOTAL:

11,449.28 hours

568 volunteers

MEMBERSHIP REPORT: OCTOBER 2018

Active Members

General: 386

TAV: 144 | College: 70 | Life: 12

Inactive Dues-Paid Members

General: 158 | College: 90

Life: 129

Total: 989

Hours Report:

TEENAGE VOLUNTEERS (TAV):

2,031.69 hours

142 TAVs

COLLEGE VOLUNTEERS:

951.93 hours

59 volunteers

ADULT VOLUNTEERS:

9,750.61 hours

366 volunteers

TOTAL:

12,734.23 hours

567 volunteers

November Volunteer of the Month



JERRY SCHER

Jerry was born and raised in Bronx, NY. He received a degree in Mathematics from City College of New York. Further studies allowed him to take and pass the very challenging fellowship exams required for a career as an actuary in the insurance

industry. For the last twenty-five years of his career, he served as the Chief Actuary for an insurance company in New York.

Jerry has been a D-RMSL volunteer for nearly two years, accruing close to 1,000 hours of service. He entertains patients, staff and visitors by playing the piano in both the Women's Institute and the Lynn Cancer Institute. Jerry loves playing the piano and taking requests to play a favorite song. He feels that playing the piano is his way of expressing himself. Jerry began on a baby grand and tired of lessons early on, so he taught himself over the years. Jerry met his wife in Manhattan at the first TGIF restaurant in the country. They have been married forty-nine years. He and Barbara moved to Highland Beach four years ago. They have two daughters, Karin and Lauren, three granddaughters, and a grandson.

When Jerry isn't playing the piano, he enjoys writing short stories, capitalizing on situations he finds himself in and incorporating humor into the storyline. He and his wife both love dogs, enjoy their grand dog and grandchildren immensely when they visit their daughters.

December Volunteer of the Month



ALAINA
TILLMAN

Alaina was born in Pittsburgh, Pennsylvania and moved to South Florida when she was six months old. She graduated from Florida Atlantic University High School last May and is currently enrolled at Florida Atlantic University. She is

double majoring in Neuroscience & Behavior and Sociology with a minor in Spanish. Alaina will then pursue her medical degree and become a pediatric neurosurgeon associated with Doctors without Borders.

Alaina volunteers at Boca Regional because she wants to gain more clinical experience in the field of medicine and the Hospital's values are aligned with hers. She also volunteers by doing medical outreach trips to locations such as the Bahamas and Costa Rica. Her favorite part about volunteering is comforting the patients, being appreciated by them and seeing the smiles on their faces. She feels she can learn and grow from hearing their stories and perspectives.

Alaina has a younger brother named Adam who loves to play hockey for the Palm Beach Hawks. In her free times, she does weightlifting, yoga, taekwondo, and skimboarding. Her father is a pilot so she also travels as often as possible.

Welcome New Volunteers

Brianna Beauvais	Marleni Garcia	Amanda Lima	Michael Prunetti	Karen Wells
Isabela De Oliveira	Allan Goldstein	Donald Locascio	Natasha Ramnauth	Chad Williams
Caiado	Lunia Jean Baptiste	Sierra Lowe	Janelle Roberts	Dauida Zuckerberg
Jocelyn Carrazco	Edison Julsaint	Patricia Lowy	Joan Sabin	Roberta
Cindy Chan	Susan Kiernan	Sandra Marks	O'Neisha Spann	Zuckerberg
Elena Delgado	Olivia Langdon	Jeremy Martin	Jean Teneus	
Nina Doreson	Cathi Lefton	Patricia McDougale	Jeredith Thomas	
Barry Fischer	Amirah Leonidas	Anush Perera	Quynh Trinh	

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.

October 15, 2018

New Physicians Join BocaCare Physician Network

October 18, 2018

Marcus Neuroscience Institute to Host World Stroke Day Event

October 31, 2018

Boca Raton Regional Hospital Director Receives National Recognition from American Cancer Society Cancer Action Network

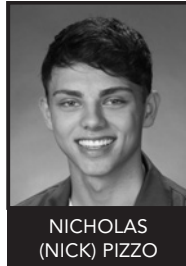
November 9, 2018

Marcus Neuroscience Institute Partners with West Palm Beach VA as a Veteran Healthcare Provider Under Mission Act

November 14, 2018

Urological Surgeon Joins Lynn Cancer Institute Medical Staff at Boca Raton Regional Hospital

TAV Spotlight D-RMSL Teenage Volunteer Service Excellence Award



NICHOLAS
(NICK) PIZZO

Nick is a junior at Florida Atlantic University High School where he is fully enrolled in university classes. He is pursuing a bachelor of science in Biology and is hoping to graduate by his nineteenth birthday. Nick would like to attend medical school at either Johns Hopkins or Columbia University, but would also consider FAU and the University of Miami. He would like to eventually complete biomedical research and is interested in the field of interventional cardiology.

Nick began volunteering in December 2017 on the 4th floor as a patient care volunteer and has accrued over 200 hours of service. He enjoys talking to patients and working with the floor nurses who treat him like family. Nick said he has learned valuable social and clerical skills as a volunteer.

Nick was born in Boca Raton and has a twin and an older brother, as well as four cats and two dogs. When he is not volunteering, Nick works as a cashier at Publix Super Markets. Nick is also the secretary of HOSA – Future Health Professionals at his school; he has competed in Medical Terminology at the state competition, placing fourth. In his spare time, Nick likes going to the beach and watching Netflix.

Debbie-Rand Memorial Service League's Gift Shop Holiday Merchandise Now Available



The Debbie-Rand Memorial Service League's Gift Shop has a wide array of holiday gifts, from a traditional holiday to a whimsical one. The assortment includes decorative giftware, toys and fun dress-up accessories and, of course, lots of sweet treats. We will be expanding the merchandise weekly, so there will be something new to see right up until the holiday.

Debbie-Rand Memorial Service League's 56th Anniversary Luncheon

October 23, 2018 | Boca West Country Club



Debbie-Rand Memorial Service League's 56th Anniversary Luncheon

October 23, 2018 | Boca West Country Club

Stylish ladies and gentlemen modeling clothing from our Debbie-Rand Memorial Service League Thrift Shoppe. A very special thanks to Pat Thomas for coordinating this year's fabulous fashion show, making the clothing selections and creating the Mystery Model surprise by Christine E. Lynn.



Creating Exceptional Patient Experiences

A

ACKNOWLEDGE

Greet the patient by name. Make eye contact, smile and acknowledge family or friends in the room.

I

INTRODUCE

Introduce yourself with your name, skill set, professional certification and experience.

D

DURATION

Give an accurate time expectation for tests, physician arrival and identify next steps. When this is not possible, give a time in which you will update the patient on progress.

E

EXPLANATION

Explain step-by-step what to expect next, answer questions and let the patient know how to contact you, such as a nurse call button.

T

THANK YOU

Thank the patient and/or family. You might express gratitude to them for choosing Boca Regional or for their communication and cooperation. Thank family members for being there to support the patient.



PLEASE
WASH
YOUR
HANDS
UPON ENTERING & EXITING

Thank You.

Handwashing Reminder

Remember, 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.

NOVEMBER

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	

DECEMBER

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					

NOVEMBER / DECEMBER 2018 Meetings, Events & Important Dates:

THANKSGIVING

THURSDAY, NOVEMBER 22

HANUKKAH

BEGINS AT SUNDOWN

SUNDAY, DECEMBER 2

CHRISTMAS

TUESDAY, DECEMBER 25

KWANZAA BEGINS

WEDNESDAY, DECEMBER 26

Boca Raton Salutes Veterans of the U.S. Armed Services

On November 12, 2018, in honor of Veterans Day, Boca Raton Regional Hospital recognized our very own physicians, employees, volunteers and board members who are veterans of the U.S. armed services.

Included in the program were the Honorable Scott Singer, Mayor of Boca Raton and retired U.S. Army Lieutenant General Robert Chelberg, President of the Board of Directors of the Wounded Veterans Relief Fund. Also participating in the program were the NJROTC of Boca Raton Community High School, Boca Raton Fire Rescue Services, City of Boca Raton Police Department, Spanish River High School Super Splash Show Choir and other community and veterans' group leaders to show their gratitude and respect to our honored veterans. After the event, military vehicles were on display, courtesy of the U.S. Army.





Stop by the **Debbie-Rand Gift Shop** to see our new merchandise, special sales and periodic trunk shows.

Monday – Friday: 9am – 8pm
Saturday and Sunday: 8am – 4pm

Located in the Hospital Lobby
800 Meadows Road, Boca Raton, FL 33486
Phone: 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 in each edition. These questions represent what a volunteer may be asked by The Joint Commission surveyor during a visit.

Congratulations to Nicholas Pizzo, who correctly answered last edition's question: **Code 24 is an infant abduction. Our role as volunteers is to stop, look, and listen. Report any suspicious activity immediately.** Contact Aimee Yahn-Carmichael for your prize!

This edition's trivia question: **True or False? To be compliant with the Hospital's hand hygiene policy, volunteers are required to always wash their hands or utilize a foam station before entering a patient's room, even when performing non-contact tasks such as providing a magazine or delivering flowers.** 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

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



Season's
greetings



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



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All Boca Raton Regional Hospital employees and volunteers will receive a 15% discount on all purchases made in-store or over the phone with 5% of the sale being donated to the Debbie-Rand Memorial Service League.