



August 2015

# 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**

## Puppy Love

*Arthur Dermer and Aimee Yahn-Carmichael*

It is impossible to think of the Pet Therapy Program without the words "love" and "compassion" coming to mind. As the wife of a former patient and current volunteer recently noted, "the visits by the dogs meant so much to my husband while he was here as a patient and left an indelible imprint upon our lives."



Tom DiCicco and his wife Carol, hospital volunteers, are the owners of Therapy Dogs of South Florida, Inc., the organization which has provided therapy dogs to the Hospital. The pet therapy dog program has been generously underwritten by Foundation donors since 2004.

Since the program's inception at our Hospital, Debbie-Rand Memorial Service League volunteers have been instrumental to its success by assisting Tom on patient visits. Two dogs work each day and are rotated after one hour of rounding, with visits lasting from two to five minutes, depending on the desired interaction by the patient. The dogs are a source of comfort and happiness to the patients and their visitors and are often the only visitor the patient receives during his or her stay. Staff and volunteers also enjoy the opportunity to interact with the dogs.

We are grateful for all of the love and compassion that Tom, Carol, the volunteers and these special dogs have extended to all here at Boca Raton Regional Hospital for over a decade.

# MEMBERS CORNER

## MEMBERSHIP REPORT: AUGUST 2015

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General: 707

Life: 191

Honorary: 2

Total: 900

## HOURS REPORT:

**TEENAGE VOLUNTEERS (TAV):**

**1,408.67 hours**

**100 TAVs**

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**ADULT VOLUNTEERS:**

**10,226.78 hours**

**425 volunteers**

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**TOTAL:**

**11,635.45 hours**

**525 total volunteers**

## Welcome, New Volunteers

Andressa Balbi  
Richard Blackwell  
Samantha Bodner  
Rosary Bunyan  
Deborah Campbell  
Linda Cohen  
Iris Engel  
Sima Greenblat  
Kaitlin Hebert  
Josephine Jean Pierre  
Jonathan Joseph  
Arielle Juillet  
Natalie Kingery  
Hans Lippeinkhof

Joan Mayerson  
Harriet Newman  
Brandon Otero  
Allen Parks  
Bernice Parks  
Marissa Pergament  
Brittany Polly  
Katherine Ruenes  
Gerald Schnee  
Vivian Senerote  
Manushka St. Felix  
Trudy Stamos  
Eric Thach

## August Volunteer of the Month



Ann has logged almost 500 hours of service since joining D-RMSL in January 2013. She is the Tuesday morning secretary in the Auxiliary/Volunteer Office.

Ann and her husband, Steve, both formerly with IBM, moved to Boca from Cincinnati, Ohio in 1983. They have three daughters: Katie lives in Atlanta and is a Legal Assistant and student, Kelly lives in Boca Raton and is in textile design and Kristin and husband Brad live in Boca Raton, where she is the assistant general manager of the Tory Burch store in the Town Center Mall. Their daughters attended Spanish River Christian School, where Ann was a substitute teacher in grades K-8 and coached the sports teams.

Ann is a graduate of the Fitness Institute at the American College for Sports Medicine and worked as a Health and Fitness Instructor.

To quote from the nominations received, "Ann is patient, polite, helpful and efficient. She is always pleasant and is always ready to help."

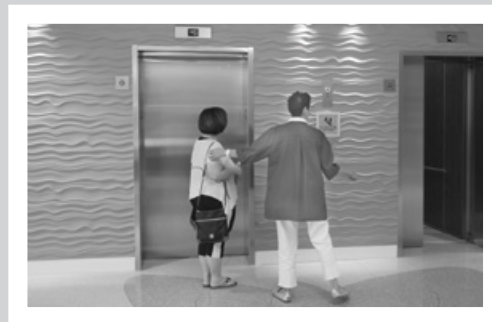
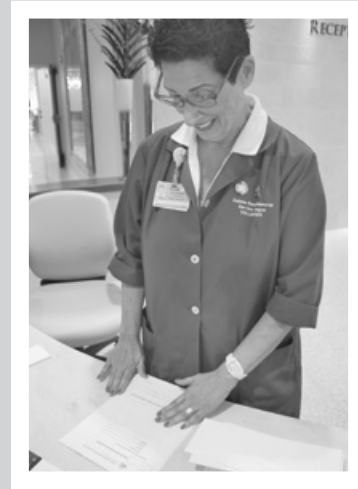
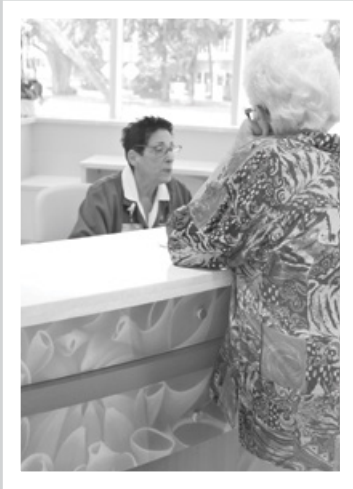
**D-RMSL and Boca Regional are fortunate to have Ann volunteering at our Hospital.**

## IN REMEMBRANCE OF:

Dora Baumwold  
Margaret Seeberger

Marvin Gerla  
Adeline Wallenstein

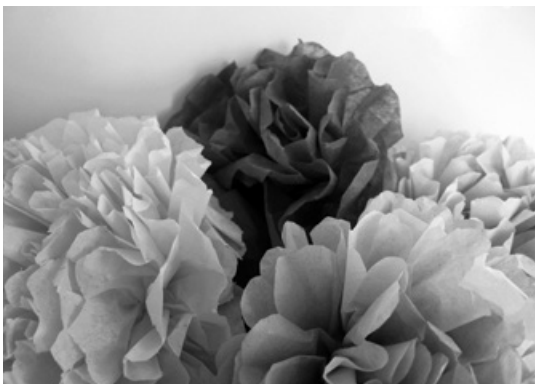
# Volunteers in 'View — Lynn Women's Health & Wellness Institute



With the new Lynn Women's Health & Wellness Institute now open, we have added 22 volunteers to the Center for Breast Care Waiting and Reception Area, Medical Records Patient Access and Center for Imaging Patient Access. Our volunteers assist with the administrative and clerical processes to help patients from the moment they arrive at the Institute by greeting them, answering their questions and helping them get to their appointment locations.

## The Power of Flowers

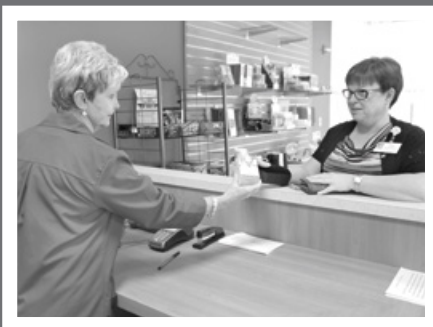
*Aimee Yahn-Carmichael*



As volunteers are the final impression our patients have of Boca Raton Regional Hospital, we are hoping to make it a very positive one. Therefore, many Debbie-Rand Memorial Service League Volunteers have been making beautiful paper flowers for us to give to our patients when they are discharged. However, we need your help with continuing to make them. These flowers can easily be made from the comfort of your home and we will give you a one-hour credit in return for making them. If you are interested in helping, please stop by the Auxiliary Office. We will provide you with the instructions and supplies. This is just another great way we show our patients how much we care.



## Gloria's Gifts Now Open

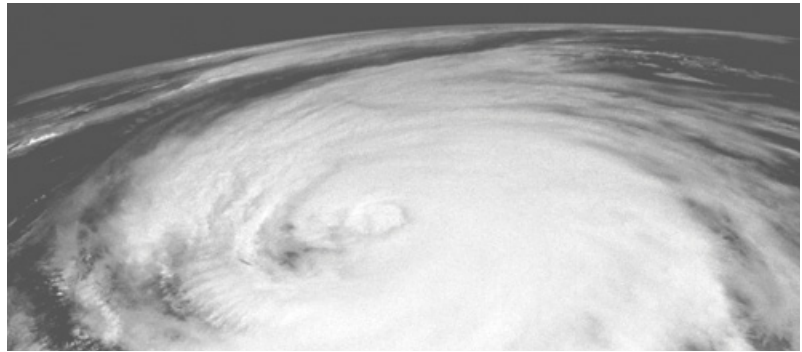


Located on the second floor, overlooking the main lobby of the new Christine E. Lynn Women's Health & Wellness Institute, Gloria's Gift Shop offers a variety of items that appeal directly to women.

Fashion accessories including shirts, hats and scarfs can be found in the store, along with cancer awareness products. The Spa Essentials skin care line is also available.

The shop is open Monday – Friday, from 10:00am to 2:00pm. For more information, please call 955.8742.

## Hurricane Preparedness Checklist



### Home:

- Properly secure your home with hurricane shutters.
- Have non-perishable food items available.
- Maintain an adequate water supply. Fill the bathtub to use for dishwashing and to flush toilets.
- Be sure to follow the "96-Hour Rule" — have enough supplies to last four days, should the power go out.
- Have a battery-operated light, TV or radio and sufficient batteries.
- Stay away from windows once a storm begins. In a severe situation, place yourself in a room closest to the center of your home that does not have windows. Remain there until all is clear.
- Have an extra gas cylinder available for grilling, if necessary.
- Place generators away from doors and windows and outside of your home to avoid any toxic fumes from entering your residence.

### Personal:

- Prior to any storm, ensure you have enough cash on hand in case power outages impact ATMs.
- Fill up your car's gas tank.
- Place personal papers in a secure, waterproof file box.
- Maintain a list of emergency numbers and know where it is.
- If you evacuate, let someone know where you are.

### Medical:

- Maintain at least two weeks of your medications.
- If you are insulin-dependent, have backup electrical capabilities to keep insulin refrigerated.
- If oxygen-dependent, ask your vendor what their preparedness plans are. Have backup O<sub>2</sub> available.

*It is important to remember that hospitals are not an option for general sheltering during a hurricane and that they are not able to dispense medication to the public.*

# 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's love got to do with it?**

A: What's love got to do with it? It is in the form of a loving partner who came into your life just in time to be there when you lose a son. It is in the form of your noisy Italian family who shows their love in all different ways. It is in the form of friends you made, in the different states you lived in away from family, who become your forever family. Most of all, it is for giving to those you see every day, every year or every decade. It is not to keep and how amazing is it that you never run that "loving well" dry. That's what love's got to do with it.

- Submitted by Joan Gridley

A: Let's discuss what love has to do with all of us as volunteers. Regardless of whether we have been volunteering for one week or five decades, my feeling and belief is that "love" has everything to do with our actions. Love is the feeling, or emotion, that urges us to come in and do our assigned tasks week in and week out, year in and year out. Whatever recognition we receive is appreciated, but not sought. We all share a "warm, personal attachment or deep affection" for the people we help. Whether it is a patient in the Hospital, a patient's family member or a Boca Regional employee, we know it is our responsibility to try our hardest to make their day a little better. That takes "love" and volunteers project that love every single day.

- Submitted by Vince Loscalzo (past President)

**Question for next month: What makes a special someone special?**



## *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.

### **August 10**

When a Parent has Cancer, What About the Children?

### **August 5**

Boca Regional Physicist Receives Prestigious Award

## AUGUST

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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					

AUGUST 2015

### Meetings & Events:

#### BOARD MEETING

WEDNESDAY, AUGUST 26

### Save the Date:

#### 18th Annual Boca Raton Regional Hospital Golf Tournament

MONDAY, OCTOBER 12

#### Go Pink Luncheon

WEDNESDAY, OCTOBER 21

#### Anniversary Luncheon

TUESDAY, OCTOBER 27

#### Holiday Open House

TUESDAY, DECEMBER 8

#### Hospital Ball

SATURDAY, JANUARY 23, 2016

#### Allianz Golf Tournament

FEBRUARY 1 – 7, 2016

## Love Is...

It is the great healer and is the most divine of the gifts we receive. When true, love is eternal, transcendent, unbreakable by distance, undiminished by time.

The Nobel Prize-winning poet Rabindranath Tagore says, "love is an endless mystery, for it has nothing else to explain it." While most of us will agree, it does not stop us from trying to express our love for another — in poetry, in prose, in music and in art.

For some of us, the expressions of our love have gifted us with immortality. For most of us, when a deep and abiding love for a special someone enters our heart, the simple phrase, "I love you" is more beautiful than all the poems ever written. Such is the beauty and the power of love!

While we strive for eloquence, our children really know what love is all about:

"You really shouldn't say, "I love you" unless you mean it. But if you mean it, say it a lot, because people forget."

- Jessica, age 8

"Love is what's in the room at Christmas if you stop opening presents and listen."

- Bobby, age 7

"Love is when your puppy licks your face after you have left him alone all day."

- Mary Ann, age 4

"Love is when a girl puts on perfume and a boy puts on shaving cologne and they go out and smell each other."

- Karl, age 5

"Love is when you tell a boy you like his shirt, then he wears it every day."

- Noelle, age 6

"Seeing the old gentleman next door crying, a boy went over and sat on the old man's lap for about an hour. When he returned home, his mother asked what they talked about; the boy replied, "Nothing. I just helped him cry."

- Sam, age 5

Such is the beauty and the power of love!



**BOCA RATON  
REGIONAL HOSPITAL**

**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 **Carol Heller**, who correctly answered last month's question: **The Health Insurance Portability and Accountability Act is a federal law that sets rules to protect patient information. HIPAA allows us to only share patient information for TPO purposes. What does TPO stand for?** The correct answer is **Treatment, Payment and Healthcare Options**. Contact Aimee Yahn-Carmichael for your prize!

August's trivia question: **Where is the Boca Regional Patient and Guest Relations department located?** Whomever emails the correct answer to Aimee at [ayahn-carmichael@brrh.com](mailto:ayahn-carmichael@brrh.com) will win two Cinemark Platinum Supersaver movie tickets. Best of luck!



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**Sunday: 12pm – 4pm**

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# 53rd Anniversary Luncheon

## Reservation Form

Tuesday, October 27, 2015 | Doors Open at 11:00am  
Boca West Country Club | 20583 Boca West Drive, Boca Raton

I, \_\_\_\_\_, would like to attend the 53rd Anniversary Luncheon along with the following guests:

- |          |           |
|----------|-----------|
| 1. _____ | 6. _____  |
| 2. _____ | 7. _____  |
| 3. _____ | 8. _____  |
| 4. _____ | 9. _____  |
| 5. _____ | 10. _____ |

My contact phone number is: ( \_\_\_\_\_ ) \_\_\_\_\_

Enclosed is my check in the amount of \$ \_\_\_\_\_ for \_\_\_\_\_ people at \$35 each.

Make checks payable to D-RMSL.

Ticket includes champagne punch, hors d'oeuvres, lunch and complimentary valet parking.

Lunch will include baby field greens and fresh sliced seasonal fruits and berries; asian noodle salad; poached Atlantic salmon medallions; sliced grilled boneless chicken breast marinated with fresh herbs and spices; an assortment of warm, freshly baked gourmet rolls and banana chocolate bread; a beverage; and a dessert.

Please mail or drop off your check along with completed form to the Volunteer Office on or before **Friday, October 16.**

If mailing check and completed form, mail to:

Debbie-Rand Memorial Service League, Inc.  
Attn: Anniversary Luncheon  
800 Meadows Road  
Boca Raton, FL 33486