




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

JULY/AUGUST 2018

InnerView

THE NEWSLETTER OF THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE

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**INTERESTED IN
 VOLUNTEERING?
 CALL 561.955.4098**



A Message from Your President

I have great respect for those who can synthesize in just a few words, a multitude of thoughts and feelings. A quote by Jenny Uglow, a British historian, states, "We might think we are nurturing our garden, but of course it's our garden that is really nurturing us."

For many of us, Boca Regional is our garden. Helping a patient or family member as we go about our day as a volunteer is somewhat like planting seedlings. We hope our nurturing germinates into a sense of well-being or hope in those we serve. Through those small acts, we achieve a sense of purpose and accomplishment, nurturing our need to give back for our successes as well as those times someone has shown us a kindness.

As League President, you observe and interact with people in many areas of the hospital. You talk to volunteers and see them actively engaged in service. You work closely with staff and volunteers in the Volunteer Office, with our gift and thrift shop managers, and with D-RMSL Board members. You get help from hospital administrators and staff to help achieve League goals. You serve as a voting member of the Boca Regional's Executive Board of Trustees. In all these situations, I have witnessed people and volunteers going beyond expectations, whether spending countless hours to select the best strategic healthcare partner for our hospital, or ministering high quality patient care and volunteer service.

Boca Regional is on the cusp of a new and exciting tomorrow. Audrey Hepburn said, "To plant a garden is to believe in tomorrow." Let us continue to grow our garden in this new era, planting seeds of hope and inspiration in others, keeping the promise of our founder, Gloria Drummond.

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

MEMBERS CORNER

MEMBERSHIP REPORT: MAY 2018

Active Members

General: 368

TAV: 136 | College: 63 | Life: 14

Inactive Dues-Paid Members

General: 197 | College: 106

Life: 167

Total: 1,051

Hours Report:

TEENAGE VOLUNTEERS (TAV):

1,175.96 hours

110 TAVs

COLLEGE VOLUNTEERS:

958.79 hours

63 volunteers

ADULT VOLUNTEERS:

12,740.17 hours

369 volunteers

TOTAL:

14,874.92 hours

542 volunteers

MEMBERSHIP REPORT: JUNE 2018

Active Members

General: 362

TAV: 156 | College: 59 | Life: 12

Inactive Dues-Paid Members

General: 264 | College: 103

Life: 168

Total: 1,124

Hours Report:

TEENAGE VOLUNTEERS (TAV):

2,300.96 hours

164 TAVs

COLLEGE VOLUNTEERS:

880.28 hours

60 volunteers

ADULT VOLUNTEERS:

8,017.29 hours

354 volunteers

TOTAL:

11,198.53 hours

578 volunteers

July Volunteer of the Month



Joyce has been a volunteer in the Boca Raton Regional Hospital Emergency Department since March 2009.

She was no longer working, and like many, had to have something to do that involved giving back to others. There

are many reasons why she has chosen to stay in the Department for nearly a decade, earning over 2,000 service hours. Joyce likes the fast-pace nature of her volunteer service, the diversity of the patients seen, and the interesting stories the patients share with her. The experience has given her an opportunity to learn more about herself and her capabilities as well.

Joyce moved to Boca Raton from New York, NY, in 1998. She attended the New York School of Interior Design, worked in the field, and was a personal shopper for ten years with Bergdorf Goodman, one of the world's premiere shopping destinations for fashion, décor and furniture. She enjoyed helping customers make design selections to create beautiful interiors in their homes. She also trained sales staff, using role playing and humor to emphasize the importance of a good first impression, and along the way, found time to acquire a real estate license.

Joyce has a son in Virginia who has given her two grandchildren, and a daughter who still resides in New York.

Thank you, Joyce, for your service to D-RMSL and Boca Raton Regional Hospital.

August Volunteer of the Month



Frankie and her husband were from Boston, but moved to Puerto Rico in 1963, where they lived for thirty years and raised their two sons. They first came to Boca Raton as snowbirds in 1991. Two years later they decided to make Boca Raton their permanent residence.

Frankie graduated Laselle College in Boston and worked in marketing. Once in Puerto Rico, she became the housing and service coordinator for the Puerto Rico Convention Bureau. She managed a staff of 25 people who helped find housing and services for sometimes as many as 6,000 people from across the United States who came to the island for conventions and meetings. In addition, she became treasurer for the Puerto Rico Hotel Management Association. She now keeps very busy doing volunteer work.

Frankie has four grandchildren, one great grandchild, and another one on the way.

Frankie began her volunteer service with the Debbie-Rand Memorial Service League in March 2010, and has accrued over 2,046 service hours. She has volunteered at the Hospital's Surgi-Center and at the Lynn Cancer Institute where she greeted patients as they came into the Center and helped direct them to staff for procedures. She now volunteers at the Hospital's security desk where she assists with distributing visitor passes. Frankie loves being around people and thoroughly enjoys volunteering as it gives her the opportunity to interact with others.

D-RMSL and the Boca Raton Regional Hospital thank you, Frankie, for your many years of service, and for welcoming visitors to our Hospital with a smile.

Welcome New Volunteers

ADULT VOLUNTEERS

Carlos Balazarte
Maria Barragan
Noel Brown
Shayun Bryant
Sydney Buckley
Denise Cao
Maria Cardona
Qinjin Chen
Laura Downes
Tiffany Elias
Haidy Godoy
Coleen Grizzle
Marjory Hanft
Vivian Incorvaia
Barbara Koskie
Jessica Kramer
Mia Kutanjac
Meire Louzada
Woodelin Marcelin
Madeline McDevitt
Israel Milachay
Sara Moegenburg
Alycia Owens
Lee Sanchez Luas
Jorge Sara
Clara Savardi
Francinei Souza
Joy Simington
Sandra Tucker

Cintia Turquia
Karly Varner
Jacene Walton
Andrea Weiss

TEENAGE VOLUNTEERS (TAV)

Aliyah Abdullah
Keyona Alcime
Sophia Aresu
Ilona Averina
Madeline Barlow
Gabrielle Bonnie
Celia Boyajian
Marcio Bratfisch
Nicolas Burgos
Shanaya Cajuste
Wiktorija Cascardo
Mudrine Cesar
Britney Chiarelli
Celine Cubillos-
Villafuerte
Camila Cuoco
Emily Cupelli
Mohannad Darwish
Antonia Demetros
Tamara Duval
Madison DiJoseph
Savana Falls
Emma Garbinski

Talia Gad
Danniel Guarnieri
Stephanie Gutierrez
Alexa Hackman
Sorahya Eugene
Amelia Hofacker
Madison Huneke
Anthony Ianniello
Imran Imtisal
Olivia Janzen
Jordyn Jennings
Chloe Joseph
Paolina Juan-Sebastian
Lavina Khan
Isabela Kunigk
Thomas Kutcher
Sierra LeRocque
Gianna Liguori
Sarah Louis
Megan Manning
Alyna Markakis
Baylee Materia
Drew McNally
Rebecca Mesidort
Luis Morales
Julia Moreira
Paula Munoz
Meenakshi Nambiar
Jacqueline Navarrete
Isabella O'Rourke

Brianna Osoreo
Alexander Overton
Tamara Penna
Kaleema Peters
Brayant Polanco
Nicholas Ranieri
Riley Reyes
Nicholas Rodriguez-
Zingg
Megan Rose
Kristen Russo
Blesson Sabu
Sophia Secreto
Jade Sellers
Monica Silva
Anisa Sookhoo
Allison Streibig
Courtney Swift
Briana Vasquez
Marcella Deleon-
Vasquez
Megan Veksler
Maria Ventura
Serena Verduzco
Harlie Walthers
Kamaryn Williams
Jennifer Wolters
Fatemah Zaidi
Nicole Zanchetta
Yasmine Zerrouki



Amazon Smile

Are you an online shopper? Shop on Amazon.com and support the Debbie-Rand Memorial Service League. Amazon Smile donates 0.5% of the price of your eligible items to the League when you shop.

STEP 1: Visit www.smile.amazon.com.

STEP 2: Log in or create an account.

STEP 3: Select the Debbie-Rand Memorial Service League as your charitable organization of choice and shop for your favorite products.

The Joint Commission Volunteer Tool

Over the next few months, we are anticipating a visit from The Joint Commission. Their purpose is to assure that participating healthcare agencies comply with a high standard of quality care. Boca Regional actively seeks the Joint Commission Accreditation, with zero deficiencies. We need your help.

Please remember you should never bring food/drink in your area, walk around wearing gloves or enter isolation rooms. Be sure you are in proper uniform with your badge at all times and be aware of various code procedures such as Code Red, Code Yellow and Emergency Procedures (use your badge as a reference as needed). *If asked a question, stay calm. Remember, if you don't know the answer, ask for assistance.

Please take the time to read the Accountability Tool. This will help you with the possible questions that you may be asked by the surveyors.

Can you tell me the Hospital's values?	Our four Cornerstones are: Great Place to Work, Quality Clinical Excellence, Superior Service and Fiscal Responsibility.
Who is your Hospital Administrator?	Jerry Fedele.
What are some of the ways you keep patients safe?	We are briefed every year on patient identification, wheelchair safety and how to handle emergencies.
What do you do if you have an accident?	Report it immediately to Protective Services, extension 3380.
What do you do if you witness an accident?	Report it to a staff member and make sure that a computerized incident report is completed immediately.
What does R.A.C.E. mean?	R.A.C.E. is the emergency procedure we follow if there is a fire. It stands for Rescue, Alert, Contain, Extinguish.
How would you get help for an emergency?	In the main Hospital dial "0" for the operator or dial 5555 to call a code. We have emergency codes listed on our badge.
What is your role in an infant abduction or Code 24?	Code 24 means infant abduction. If we encounter such an emergency, we stop, look and listen. If we see or hear anything unusual, we report it immediately.
Where is the nearest fire extinguisher and fire alarm pull station?	In my work area, they are located _____.
If there was something hazardous spilled, what would you do?	First, I would contact Environmental Services to clean it or contact a staff member. I would stay in the area to make certain no one slips or is injured. I would dial 5555 Code Orange.
Did you complete an orientation? How were you trained for your job?	Yes, I had it before I began my service training. After completing the general orientation, I had service specific training with a fellow volunteer.
Have you attended safety, HIPPA and other education training?	Yes, I have completed my annual education testing and filed it with the Volunteer Office.
Do you have an annual evaluation?	Yes, I complete a self-evaluation each year at the time of annual education and have an opportunity to discuss training needs. Patient Services volunteers have an added Skills Competency check each year.

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What does F.A.S.T. mean? F.A.S.T. is a mnemonic tool used to help you to identify the common signs of stroke.



FACE: Look for an uneven smile



ARM: Check if one arm is weak



SPEECH: Listen for slurred speech



TIME: Call 911 right away

In the event of an Active Shooter Code, we should follow the following steps: Run, Hide, Fight

The following codes can be found on the back of my badge:

Code Red – Fire

Code Red Clear – Clear Fire

Code Blue – Cardiac Arrest

Code Grey – Inpatient Stroke Response

Code Indigo – Rapid Response Consult

Code Ice – Induced Hypothermia

Code Pink – Infant/Child Cardiac Arrest

Code 24 – Infant Abduction

Code Yellow – Internal/External disaster

Code Orange – Chemical Spill

Active Shooter – Active Shooter (Run, Hide, Fight)

Code White – Hostage

Code Assist – Security Assistance

Condition Green – Missing Person

Emergency Numbers:

Emergency Main Bldg. – 5555

Emergency Other Bldgs. – 9-911

Protective Services (SAFE) – 7233

Workplace Violence Hotline – 800.501.0733

S.D.S – 800.451.8346

Emergency Acronyms:

H.O.B.S. – Hospital Operational Bomb Search

P.A.S.S. – Pull, Aim, Squeeze, Sweep

R.A.C.E. – Rescue, Alert, Contain, Extinguish

E.A.R. – Evacuate, Alert, Remain

MISSION:

Boca Raton Regional Hospital delivers the highest quality patient care with unrelenting attention to clinical excellence, patient satisfaction and patient safety. Our team of professionals demonstrates unparalleled compassion and commitment to those we serve.

VISION:

To be the best preeminent regional leader in healthcare delivery and the hospital of choice for patients, physicians and volunteers.



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.

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.

June 18, 2018

New and Improved Kathy Krickstein Pressel MammoVan Rolls Into Boca Raton

June 20, 2018

Boca Regional to Name Existing Inpatient Facility Gloria Drummond Patient Tower

June 27, 2018

Boca Raton Regional Hospital One of Four Sites Nationally in "Breaking Therapy" Clinical Trial

June 29, 2018

Boca Raton Regional Hospital Receives Top Home Health Honor

July 2, 2018

John Roberts, MD, MBA, Joins Staff at Boca Raton Regional Hospital

July 24, 2018

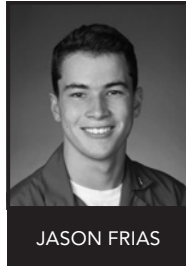
New Physicians Join Marcus Neuroscience Institute

July 26, 2018

Boca Raton Regional Hospital Selects Baptist Health South Florida as Potential Strategic Partner

TAV Spotlight

D-RMSL Teenage Volunteer Service Excellence Award



JASON FRIAS

Jason Frias is a native Floridian, born and raised in Boca Raton. He is a junior at Boca Raton Community High School where he participates in the school's Navy ROTC program. His favorite subject is mathematics and he hopes to one day pursue a career as a thoracic surgeon. His dream college to attend is the University of California at Los Angeles, but admits he will probably study closer to home at the University of Central Florida in Orlando.

Jason began his volunteer service with the D-RMSL TAV program in November 2016 and has accumulated over 375 hours of service transporting patients. He wanted to volunteer because he likes helping people and the D-RMSL. His willingness to help others is evident in the beach clean ups he does and assistance he provides with the George Snow Scholarship Fund's Cowboy Ball. He also volunteers at a veterinarian hospital.

Jason lives at home with his parents, two brothers and twin sisters. His family enjoys traveling and camping. Jason is a busy young man during the summer. When he isn't volunteering, he works at Publix® Super Markets.

The D-RMSL and Boca Raton Regional Hospital thank you for your service, Jason, and wish you success in pursuing your aspiration to become a physician and attend your dream college.

Record Sales for the Thrift Shoppe

On June 20, the Thrift Shoppe celebrated a banner year with sales over \$500,000. The volunteers and staff were treated to lunch and had a cake to celebrate their success. Congratulations D-RMSL Thrift Shoppe for all your hard work and dedication throughout the year.





Attention Shoppers!

The Debbie-Rand Thrift Shoppe will celebrate National Thrift Shop Day by holding a huge sale on **Friday, August 17**, from **9:00am to 4:00pm**, with the entire contents of the store discounted from 50% to 90%.

Boca Regional employees can take advantage of shopping early before the general public arrives by coming to the store between 8:00am and 9:00am. And, you will receive an additional 10% off your final purchase.

Save the Date 56th Anniversary Luncheon

TUESDAY, OCTOBER 23 • 11:00AM
BOCA WEST COUNTRY CLUB
20583 BOCA WEST DRIVE
BOCA RATON, FL 33434
\$35 per person



Next Generation of Volunteers

The D-RMSL is grateful for its teenage volunteers. Their excitement for volunteerism is contagious among the rest of the team. They bring in an extra level of enthusiasm and are always willing to go the extra mile to help patients feel more like family members. We thank you for taking the time to volunteer during your summer break and wish you success during the upcoming school year.

Mr. Worldwide

A past TAV Spotlight recipient, Christian Ayala's generosity and kindness extends far beyond the walls of Boca Raton Regional Hospital. He recently brought toys and essential items to patients at the pediatric oncology department at a hospital in Bolivia. The items were donated by D-RMSL volunteers and office staff. The families he encountered during his hospital visit were excited to receive his gifts and appreciated his upbeat attitude. Christian's spirit and devotion to helping others is an inspiration to his fellow volunteers.





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

Congratulations to Sabrina Castellanos, who correctly answered last edition's question: **What do the following codes stand for: Code Orange, Condition Green, Code Silver, Code Red, and Code Red-Clear? The answer is Chemical Spill, Missing Person, Active Shooter, Fire and Clear Fire.** Contact Aimee Yahn-Carmichael for your prize!

This edition's trivia question: **F.A.S.T. is a mnemonic tool used to help you to identify the common sign of a _____ . And what does it stand for?** The first person who emails Aimee at ayahncarmichael@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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- All Boca Raton Regional Hospital volunteers, employees and physicians receive **10% discount** on all in-store or locally delivered items, an additional 5% contribution will go to the Debbie-Rand Memorial Service League

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