



January 2015

InnerView

THE NEWSLETTER OF THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE



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

Our Holiday Open House

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The Debbie-Rand Memorial Service League celebrated the 2014 Holiday Season on December 9 with our annual Holiday Open House. In addition to the tree-lighting ceremony, we enjoyed delicious punch and homemade cookies made by our volunteers. We were also pleased to be joined by several members of Hospital administration and community leadership, including the Honorable Susan Haynie, Mayor of Boca Raton. Thanks to all who joined us at this wonderful event.

MEMBERS CORNER

MEMBERSHIP REPORT: NOVEMBER 2014

General: 909
Life: 190
Honorary: 2
Total: 1,101

DECEMBER HOURS REPORT:

TEENAGE VOLUNTEERS (TAV):
1,225.75 hours
103 TAVs

ADULT VOLUNTEERS:
9,541.18 hours
448 volunteers

TOTAL:
10,766.93 hours
551 total volunteers

INTERESTED IN VOLUNTEERING?
CALL 561.955.4098

Welcome, New Volunteers

Samantha Appel	Millie Friedman
Kristlyn Bellamy	Kara Harris
Camerin Bham	Kandis Legall
Odalys Caro	Debra Salvatore
Carla Dodds	Anne Sullivan
Benno Friedman	Florence Waugh

December Volunteer of the Month



Marie Edelman has volunteered more than 500 hours since 2013, working in Volunteer Services, the Marcus Neuroscience Institute, Visitor Passes, and as a substitute in several departments.

Earning her bachelor's from Hofstra University, Marie taught for several years in Brooklyn before retiring to raise her family. She later returned to the workforce as a paralegal. In 1993, Marie and her late husband, Shelly, became snowbirds and divided time between Boca and New York City.

A full-time Boca resident since 2010, Marie has three children: Stephen lives with his wife and four children in Queens; Andrea lives in New Jersey with her husband and two daughters; and Miriam lives in New York City with her husband and daughter.

Marie enjoys playing cards and visiting family. She became a D-RMSL volunteer in gratitude for the wonderful care Shelly received at Boca Regional. With her dedicated service, Marie has no doubt achieved that goal. **D-RMSL and Boca Regional thank you, Marie.**

IN MEMORY OF:

Patricia Lynch



IN HONOR OF:

Bess Bolotin

Lois Mazie

Our Shining Stars

"Carol Hopkins volunteers in three areas, soon to be four. With all the hours she puts in, she is still willing to sub the few hours she would have to herself. She is helpful and willing and likes to be busy. She is an asset to all."

- Lois Ackner, Gift Shop Manager

Do you know of or have you witnessed a volunteer going above and beyond to help a patient? Or maybe someone who is simply deserving of recognition for displaying an exceptional level of volunteerism? If so, let us know and we will feature them in an upcoming issue.

Taking the A+ Standards of Excellence Personally

You may be familiar with Boca Raton Regional Hospital's A+ Standards of Excellence for physicians, employees and volunteers. But have you thought about the ways you can personally adhere to these standards? Consider the following:

Attitude

"I am responsible for my attitude, and I will convey a positive attitude in each and every moment."

Communication

"I will communicate honestly and respectfully to everyone with whom I come into contact."

Accountability

"I am the owner of my actions and efforts. My work will reflect who I am."

Service

"I will provide excellent service to everyone by expressing empathy and sincere understanding for their needs."

Professionalism

"I am a professional and will demonstrate respect and courtesy to others, at all times."

Safety

"I am responsible for the safety of our patient and visitors, as well as my colleagues."

Commitment

"I am committed to following the A+ Standards and supporting the Mission and Vision of Boca Raton Regional Hospital."



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 29

Marcus Neuroscience Institute's Clinical Leadership Team Adds Two Renowned Specialists

December 23

Mrs. Claus Gets Mammogram in SensorySuite at Boca Raton Regional Hospital

December 22

Boca Raton Regional Hospital and Aetna/Coventry Agree on Contract Terms

JANUARY

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

JANUARY 2015 Meetings & Events:

THRIFT SHOPPE MEETING
MONDAY, JANUARY 12

53RD ANNUAL HOSPITAL BALL
SATURDAY, JANUARY 17

BOARD MEETING
WEDNESDAY, JANUARY 21

Save the Date:

**D-RMSL Annual Meeting
and Pin Award Ceremony**
THURSDAY, MAY 14, 2015

New Reserved Parking Spaces



Attention Volunteers: You may have noticed the designated D-RMSL parking spaces near the front of the Hospital. As denoted by each sign, spaces are reserved for Volunteer of the Month (VOM), Volunteer of the Year (VOY) and the Raffle Winner (RW) from our Anniversary Luncheon. As a courtesy to your fellow volunteers, please do not park in these spaces. We thank you for your cooperation.

2015 Orientation 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 10 minutes prior to each orientation to administer Tuberculosis (TB) tests to volunteers who have patient contact and 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 **Dawson Theater**:

Monday, January 26 at 10:00am

Tuesday, January 27 at 4:00pm

Wednesday, January 28 at 10:00am

Thursday, January 29 at 4:00pm

Friday, January 30 at 10:00am

Wednesday, February 4 at 1:00pm

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 April 1, 2015.**




**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 **Linda Briggs**, who correctly answered last month's question: "In fire safety, what does the acronym P.A.S.S. stand for?" The correct answer is **Pull, Aim, Squeeze and Sweep**. Please contact Aimee Yahn-Carmichael for your prize!

This month's trivia is a two-part question: **True or False? Annual Orientation is mandatory for ALL volunteers who began prior to June 2014 and is required by The Joint Commission. During which month(s) will we be conducting the 2015 Annual Orientation sessions?** The first person to email Aimee at ayahn-carmichael@brrh.com with the correct answer will win a pair of Cinemark Platinum Supersaver movie tickets. Best of 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 & Tuesday: 10am – 4pm

Wednesday: 10am – 7pm

Thursday – Saturday: 10am – 4pm

Sunday: 12pm – 4pm

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


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