



March 2014

# InnerView

THE NEWSLETTER OF THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE

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

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Each year in April, we celebrate National Volunteer Month at Boca Regional and across the nation. We take time to pause, reflect and recognize our country's extraordinary tradition of volunteerism. We celebrate the unwavering support given by volunteers through their countless hours of service.

At Boca Raton Regional Hospital, April is a very special month for us as we recognize the invaluable contributions made by our volunteers in their commitment to meeting the needs of patients, their families and the Hospital staff. We routinely recognize the success of our volunteers by highlighting service hours and profiling our Volunteer of the Month throughout the year, but April is, indeed, a time when we express our sincere gratitude for the quality of their service and the giving of their time.

At Boca Regional, we say "You bring a compassionate heart and we will take care of the training." That's exactly what our volunteers have... a compassionate heart. Our present day volunteers carry on a legacy that is steeped in more than 50 years of tradition when Gloria Drummond rallied the community to build a hospital of its own. Through the tireless efforts of all the individuals involved, the "Miracle on Meadows" was born.

Here at Boca Regional, our volunteers are truly unparalleled in their commitment to performance. They have a passion for our patients. They recognize volunteering isn't a job, but a responsibility. They take pride in what they do day in and day out ... and they do it with a smile.

# MEMBERS CORNER

## MEMBERSHIP REPORT: JAN. 2014

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General:	763
Life:	190
Honorary:	2
Total:	955

## HOURS REPORT:

**TEENAGE VOLUNTEERS (TAV):**  
**1,127.70 hours**  
**85 TAVs**

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**ADULT VOLUNTEERS:**  
**12,103.10 hours**  
**498 volunteers**

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**TOTAL:**  
**13,230.80 hours**  
**583 total volunteers**

**INTERESTED IN VOLUNTEERING?**  
**CALL 561.955.4098**

## Welcome New Volunteers

Angelica Acuna	Tobi Farber
Santa Aldophe	Tracy Garlanger
Wiselene Beauplant	Noi Meersohn
Ina Berman	Alessandra Morales
John Casciato	Diana Moser
Rita Chamoun	Virginia McCulloh
Francisco Cummings	Maria Rivera
Magdala Delien	Patricia Smith
Lisa Dunmire	Ruby Tasman
Jennifer Etienne	Audrey Thomas

## February Volunteer of the Month



Since July 1991, Sondra Greene has been arriving at the SurgiCenter at 5:30am on Monday mornings to prepare for and greet surgery patients and their families. Almost 23 years later, she has earned almost 8,500 hours of volunteer service. In March 2012, she added the Diagnostic Imaging department at 1905 Clint Moore Road to her schedule on Thursday mornings.

Sondra and her husband, Norman, moved to Boca Raton from New York City in 1989. She began her hospital volunteer career as a candy striper for five years at Lenox Hill Hospital in New York City and graduated from Long Island University. Later, she was the office manager for an orthopedic surgery practice and Norman worked at Merrill Lynch for 35 years. Sondra has truly made a difference in the high level of service our patients receive.

**Thank you and congratulations Sondra!**

# In Memoriam

## ALEX ALEXION



Boca Raton Regional Hospital and the Debbie-Rand Memorial Service League have lost a longtime volunteer and friend. Alex Alexion passed away on Friday, February 21st. Alex began volunteering at the Hospital in 1981 and dedicated nearly 34 years of service. Most recently, he volunteered in the Volunteer Services Office and had been a longstanding member of the Hospital's Activity Committee. In May 2012, he was named Volunteer of the Month and had earned more than 13,350 hours at the time.

Alex and his wife, Anastasia, also a Debbie-Rand Memorial Service League volunteer, moved to Boca Raton from Port Washington, New York in 1981 where he worked in the high-end fur industry and volunteered briefly at St. Francis Cardiac Hospital. Alex is also survived by his two sons and two grandchildren.

## BETTY BRENSINGER



Boca Raton Regional Hospital and the Debbie-Rand Memorial Service League lost another beloved volunteer and friend this month. Betty Brensinger passed away on February 3, 2014. Betty began volunteering at the Hospital in 1990 and dedicated nearly 8,700 hours of service. Most recently, she volunteered at the Volunteer Services Desk.

# Our Shining Stars

## FROM FIVE NURSES IN THE NURSERY

Nancy Matthias is always bright and cheerful, arrives on time willing and is willing to do anything asked of her. She is very proficient in caring for infants. It is a pleasure to see her smiling face in the morning.

## SIGNED BY A PATIENT ADVOCATE REPRESENTATIVE

Evie Zimmerman is a wonderful, kind and caring woman who will do anything for anyone. She is a multitasker and makes a crazy day look calm with her easy-going demeanor. She is an inspiration to many people and myself.

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*Do you know of or have you witnessed a volunteer going above and beyond to help a patient? Or maybe someone 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.*



*Making Headlines*

Making Headlines is an effort to keep all 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, go to [BRRH.com](http://BRRH.com). You'll find all of our current announcements on the home page.

## February 25

**Boca Raton Regional Hospital Among America's Best Hospitals for Fourth Year in a Row**

## February 18

**Fitch Ratings Affirms Boca Raton Regional Hospital Investment Grade Credit Rating and Revises Outlook to "Positive"**

# Volunteer of the Year

Congratulations to all of the 2013 Volunteers of the Month. The Debbie-Rand Board of Trustees, along with the Volunteer of the Month Committee, will select the winner for the Volunteer of the Year and it will be announced at the Volunteer Appreciation Luncheon on April 8, 2014 at Boca West Country Club.

JANUARY 2013:

## *Bella Polley*



Bella was the first Teenage Volunteer (TAV) to be chosen as Volunteer of the Month. Bella began volunteering in November 2011 at the Thrift Shoppe and remained there until the end of the school year. She returned after summer vacation and worked primarily in IV Therapy, but also lent her time to the staff on the 7th floor. Bella logged 196 hours of service as a D-RMSL TAV.

FEBRUARY 2013:

## *Leatrice Gaine*



Leatrice became a D-RMSL volunteer in November 2008 and has earned more than 2,200 hours working three days a week in Patient & Guest Relations. She also helps out at the Visitor's Pass desk when needed. A graduate of Towson University, Leatrice became an elementary school teacher and has taught both third and fifth grade. She and her late husband, Jerry, also owned and operated a pharmacy in Baltimore. She has two children; a son and a daughter, and two granddaughters.

MARCH 2013:

## *Arthur Dermer*



Arthur has worked in the Emergency Department, served on the Board of Trustees and led children's tours. Currently, he is making rounds with the therapy dogs. Arthur is a graduate of Brooklyn College, obtaining both a bachelor's and a master's degree from the institution, as well as New York University, where he earned his doctorate in education administration. A resident of Boca Pointe, Arthur writes articles about Boca Regional in the community's monthly newsletter.

APRIL 2013:

## *Rachel Weiner*



Rachel has worked in the Gift Shop, Dietary, and most recently, as a Nursing Service Assistant on the 5th floor. When the Weiners go back to Pennsylvania, they return to Forbes Regional Hospital, where they have volunteered for 37 years. Rachel also volunteers up north with Meals On Wheels. In her spare time, she enjoys reading.

MAY 2013:

## *Heather Jurist*



Heather has volunteered in Direct Admit and the Legal Department. In past years, she volunteered in Human Resources, Medical Records and the Endoscopy Department. She also contributes articles to the D-RMSL newsletter and volunteers once a week at the Louis and Anne Green Memory & Wellness Center at Florida Atlantic University (FAU). She worked at IBM as a Systems Integrator for eight years. She is a graduate of FAU, earning a Master of Arts in Linguistics.

JUNE 2013:

## *Barbara Paul*



Barbara has earned over 400 hours working in Volunteer Services. Born in England, she moved to the U.S. in 1963 and finally to Boca Raton in 1998. She enjoyed a 33-year career in the airline industry including Pan Am, El Al and Delta. After retiring, she worked part-time for 11 years at the City of Boca Raton's Tennis Center. Barbara has served on the board of her homeowner's association for eight years, currently as Secretary. She is also a member of the auxiliary at FAU's Louis and Anne Green Memory & Wellness Center.

JULY 2013:

## Sherry Thomas



Sherry has given more than 700 hours working two days a week in the Chemotherapy Room at the Eugene M. & Christine E. Lynn Cancer Institute. A graduate of the University of Florida, she worked for the Florida Department of Education for 25 years, was employed by the Florida State Grant Center, then retired and moved to Boca Raton. Coming out of retirement, she worked part-time for four years at Florida Atlantic University's College of Education.

AUGUST 2013:

## Mildred Strom



Mildred has worked in the Volunteer Office since 2002 and was Membership Chairman for nine years. Mildred has served on the D-RMSL Board of Trustees as a member of the Nominating Committee and the Lobby Sales Committee. She is also an active member of the Caring Hearts Auxiliary of Florida Atlantic University's Louis and Anne Green Memory & Wellness Center. After retiring from a 44-year career in the broadcast advertising industry, Mildred and her late husband, Nat, moved from New York to Boynton Beach in 1989.

September 2013:

## Louis Azus



Louis has volunteered at The Center for Hematology-Oncology. At age 50, he resumed his college career at Adelphia University and graduated with a Bachelor of Science in business and communications. This was while successfully running his business as a Licensed Public Insurance Property Adjuster. In his spare time, he enjoys playing golf.

OCTOBER 2013:

## Steven Cohn



Steven has logged over 400 hours, working as a Nursing Service Assistant on the 4th floor. He has also given more than 500 volunteer hours to the Children's Science Explorium. Steven took an early retirement after 30 years as Founder and President of the Cohn Insurance Group. The Cohn's have two daughters and two grandchildren. You can tell Steven is a devoted husband, father and grandfather by the speed with which he can pull up family pictures on his phone and from his wallet.

NOVEMBER 2013:

## Stevie Funer



Stevie has been an active volunteer for over 31 years. She was an experienced hospital volunteer having spent 10 years as a patient representative at Lenox Hill Hospital in Manhattan. Since starting at Boca Regional, Stevie has earned more than 16,750 hours working behind the counter at the Bistro at Boca two days a week. Stevie and her husband, Stanley, have three sons, five grandchildren and five great-grandchildren.

DECEMBER 2013:

## Katlyn Roe



Since becoming a volunteer in 2010, Katlyn has logged more than 1,700 hours of service. She works in the deli section of the employee cafeteria on Mondays and Fridays from 10am to 4pm. The cafeteria staff rave about Katlyn. Ms. Pat, who trained and works directly with her, wrote "Katlyn will do anything you ask of her and willingly takes on any task. She can open and set up the deli alone and she makes a terrific sandwich. "Others have written that "Katlyn is always smiling, polite and is a dedicated and hard-working volunteer."

## MARCH

S	M	T	W	T	F	S
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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					

### MARCH 2014 Meetings & Events:

#### THRIFT SHOPPE MEETING

MONDAY, MARCH 10

#### ADULT ORIENTATION

TUESDAY, MARCH 11

#### WAYS & MEANS MEETING

WEDNESDAY, MARCH 12

#### BOARD MEETING

WEDNESDAY, MARCH 19

### *Save the Date:*

#### Appreciation Luncheon

TUESDAY, APRIL 8

#### Annual Meeting

THURSDAY, MAY 8

## 2014 Heroes in Medicine

### D-RMSL TAV NOMINEE

Sonya Britni is a high school student who takes classes at Florida Atlantic University as she begins preparations for a career in the legal field. Though she has more than enough hours completed to satisfy her school requirements, she continues to volunteer weekly, even giving up a class with a professor of choice to continue her role in our Hospital Gift Shop. In fact, Sonya has given more than 495 hours.



She consistently goes above and beyond the call of duty for both patients and visitors. She'll stay late to ensure a patient receives his or her gift/flowers and is always willing to train a fellow Gift Shop volunteer. In all respects, Sonya truly stands out as a role model among our wonderful group of teenage volunteers.

Lois Ackner, Gift Shop Manager, said, "Sonya is a leader, who is more than comfortable in any situation with a customer or fellow volunteer. She takes her commitment very seriously, and offers expertise and opinion when appropriate. She is bright, witty and we are so grateful for all the help she gives."

Recently, while volunteering, she noticed that a man dropped his soda by the elevator and was cleaning up the spill with a newspaper. Sonya immediately went over with paper towels and helped him. This is just a small example of her willingness to help in any situation and her caring attitude.

Sonya has been awarded the Character Counts Award from her high school. She was asked to attend Lead America Program for the National Young Leaders Conference and received an invitation for a program called Stanford Law Trial.

She is definitely worthy of this nomination.

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GIFT SHOP HOURS:  
Monday – Friday: 9am-8pm  
Saturday & Sunday: 10am-5pm



561.955.4100

## Safety Matters: Volunteer Trivia

Debbie-Rand Memorial Service League is committed to ensuring our volunteers have the knowledge needed to keep themselves and our patients safe. As part of this commitment, we provide a monthly safety question in this newsletter.

Congratulations to Laura Myers and Isaac Bernstein who correctly answered last month's trivia question. See Aimee Yahn-Carmichael for your prize!

This month's trivia question is about *volunteer dress code*. **True or False. If men or women choose to wear a shirt, underneath their uniform jacket, it must be white, blue or beige. Their shoes should be clean, non-skid, closed toe and heel in white, beige, tan, black or brown.** The first person to email Aimee at [ayahn-carmichael@brrh.com](mailto:ayahn-carmichael@brrh.com), will win a pair of Regal VIP Movie Tickets. Best of luck!



YOU WILL CELEBRATE THE TREASURES YOU FIND

Stop by the **Debbie-Rand Thrift Shoppe** for all the sales and take advantage of great deals.

**Monday - Saturday: 10am - 4pm**  
**Sundays: 12pm - 4pm**

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