



March 2015

# InnerView

THE NEWSLETTER OF THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE

## National Volunteer Month



Each year in April, we celebrate National Volunteer Month at Boca Raton Regional Hospital 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 Regional, 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. While we routinely recognize the success of our volunteers by highlighting service hours and profiling our Volunteer of the Month throughout the year, April is, indeed, a time when we express our sincere gratitude for the quality of their service and the giving of their time.

At D-RMSL, 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 the Hospital, 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.

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

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**INTERESTED IN  
VOLUNTEERING?  
CALL 561.955.4098**

# MEMBERS CORNER

## MEMBERSHIP REPORT: FEBRUARY 2015

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General: 750

Life: 190

Honorary: 2

Total: 942

## HOURS REPORT:

**TEENAGE VOLUNTEERS (TAV):**

**1,484.53 hours**

**104 TAVs**

**ADULT VOLUNTEERS:**

**11,530.69 hours**

**490 volunteers**

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**TOTAL:**

**13,015.22 hours**

**594 total volunteers**

## Welcome, New Volunteers

Michael Argott  
Brooke Boland  
Dan Bruce  
Chloe Chapin  
Karin Chase  
Jack Furmansky  
Tema Furmansky  
Judith Goldstein  
Irene Johnson  
Robert Luttinger  
Elliott McNamara

Shahrzad Moslemian  
Ian Rampersad  
Eileen Rogow  
Kelina Samuel  
Anne Schulte  
Samantha Scott  
Barbara Spielman  
Devi Surajbali  
Doris Thien  
Michelle Thomas

## March Volunteer of the Month



MARY ENCK

Mary Enck began volunteering with D-RMSL in the Patient Library in 2006. In 2013, she switched to the Security Desk in the lobby. Mary has logged almost 2,700 hours of service.

Mary and her late husband, William, Sr., moved to Boca Raton from Philadelphia in 1965, after William accepted a job transfer with U-Haul. When asked whether she had a career, Mary says, "Yes — wife and raising eight children."

Mary has nine grandchildren, a great-granddaughter and will add a great-grandson to her family in August. Sons Bill and Fred live in Fort Pierce. Cindy and her husband Tom live in Boca, as does her sister Debbie. Donna and her husband Barry live in The Villages and Steven is in Stuart. Michael and his wife Joy are in Cape Coral and Mark and Maria live in Fort Meyers.

Since 2002, Mary has also volunteered at Saint Joan of Arc Catholic Church. All of her children graduated from there.

**D-RMSL and Boca Regional thank you, Mary, for your years of dedicated service.**

## IN MEMORY OF:

Vivian Allen



# Volunteer of the Year

Congratulations to all of the 2014 Volunteers of the Month. The Debbie-Rand Board of Trustees, along with the Volunteer of the Month Committee, will select a winner for the Volunteer of the Year, to be announced at the Volunteer Appreciation Luncheon on April 14, 2015 at Boca West Country Club.

JANUARY 2014:

*Ernest Van Duser*



Ernest volunteers three days a week in the Sandler Pavilion, splitting his time between the chemotherapy room and the clinical research area. During his relatively short time with D-RMSL, Ernest has already earned high praise as a dedicated and hard-working volunteer. He's logged over 400 hours of volunteer service and is a proven asset to the departments and staff. Ernest received his bachelor's in chemistry from Florida Atlantic University in 2010. In his spare time, he enjoys karate and kickboxing.

FEBRUARY 2014:

*Sondra Greene*



Since 1991, Sondra has been arriving at the SurgiCenter at 5:30am on Mondays to prepare for and greet surgery patients and their families. More than 23 years later, she has earned over 8,500 hours of volunteer service with D-RMSL. In March 2012, she added the Diagnostic Imaging department at 1905 Clint Moore Road to her schedule on Thursday mornings. Sondra has truly made a difference in the high level of service our patients receive.

MARCH 2014:

*Sharon Peartree*



Sharon joined D-RMSL in 2008, shortly after retiring from a 42-year career teaching first through fourth grades in Broward County. After serving a short time as a Nursing Service Assistant on the eighth floor at Boca Regional, she spent about six years working Fridays in the Patient Library, where she has logged more than 2,400 hours. Sharon also serves on the D-RMSL Board of Trustees. When she's not volunteering, Sharon enjoys reading, swimming, walking and taking short trips.

APRIL 2014:

*Evie Zimmerman*



Evie became a D-RMSL volunteer in 1998 after she and her late husband, Richard, moved from Long Island to Boca Raton. Since 1999, she has volunteered throughout the Hospital, including Volunteer Services, the Gift Shop, Medical ICU and the Nursery. She now works in the Auxiliary Office on Mondays and at the Visitor Passes desk on Tuesdays. Evie has earned over 16,000 hours of service. She serves on the D-RMSL Board of Trustees, the Ways and Means Committee and the TAV Scholarship Committee.

MAY 2014:

*Tim O'Connor*



Tim has been volunteering in the Gift Shop every Sunday since March 2010 and has logged over 1,650 hours. Tim is an Accountant in FAU's Controller's Office and is a Microsoft Certified Systems Engineer. Tim enjoys kayaking the canals around Boca Raton and cycling. Gift Shop Manager, Lois Ackner, praised Tim as being very reliable, pleasant, helpful and always willing to pitch in. He goes above and beyond on a regular basis.

JUNE 2014:

*Lora Ross*



Lora became a D-RMSL volunteer in June 2012 and has earned over 500 hours, volunteering two mornings per week in Radiation Oncology at the Eugene M. & Christine E. Lynn Cancer Institute. Lora, a gifted sculptor in stone and wood, traveled annually to Italy to further hone her craft. She has donated pieces to the Institute and has promised two more to the new Christine E. Lynn Women's Health & Wellness Institute when it is completed this summer.

JULY 2014:

## *John Sweeney*



Every Tuesday and Friday, you can see John's smiling face at the Volunteer Services Desk in the lobby. It's been that way since 1986 — he has served over 8,800 hours. His love of travel and seeing the world has led to many interesting and enjoyable trips, most recently last year to Alaska. Recently, John's family hosted his 90th birthday party, which reunited family from across the country. John enjoys reading and loves classical music, rarely missing Metropolitan Opera performances broadcast at Boca-area theaters.

AUGUST 2014:

## *Yvonne and Richard Larson*



Yvonne and Richard are a great team. Married for 59 years, they raised two sons together, worked together and now volunteer together. Joining D-RMSL in 2010, they've logged nearly 3,800 hours together at the Thrift Shoppe. The Larsons moved to Boca Raton in 1978 from Moline, IL. For over 16 years, they owned and operated Orange Royal Produce Market. After selling Orange Royal, they worked at Fresh Market before retiring in 2007. Anyone who's met the Larsons understands the high praise they receive.

SEPTEMBER 2014:

## *Gail Haberman*



Gail and her husband Barry moved from Queens, NY to Boca Raton in 1990. She became a substitute teacher, mentoring students with learning disabilities. Gail joined D-RMSL in February 2013 and has volunteered almost 800 hours at the Lynn Cancer Institute. Besides helping nurses and providing patients with loving care, Gail enjoys drawing pictures on patient gowns. She confesses that, after family, her life centers on volunteering. Her goal is to make at least one patient smile during each shift.

OCTOBER 2014:

## *Carol Hopkins*



In January 2012, Carol became a D-RMSL volunteer, having moved to Boca Raton from Hightstown, NJ in 2011. She has earned over 2,000 hours of service working in the Thrift Shoppe, Gift Shop, Nursery and Marcus Neuroscience Institute. Carol enjoys living near her nephew Jamie, his wife Erin and her two young grandnephews. Gift Shop Manager, Lois Ackner, describes Carol as a dedicated volunteer willing to undertake any task and always willing to substitute, despite her busy schedule.

NOVEMBER 2014:

## *Eileen Carlins*



Eileen has been a D-RMSL volunteer since November 2007. She has logged over 4,600 hours, is currently on the D-RMSL Board of Trustees as Assistant Treasurer and serves as secretary in the Volunteer Office on Thursday afternoons. She also conducts monthly adult Orientations and has co-chaired the Holiday Open House for several years. Says Eileen: "Being with such a great Hospital, a wonderful staff and our outstanding volunteer organization gives me an immense feeling of pride in what I do."

DECEMBER 2014:

## *Marie Edelman*



Marie has volunteered over 500 hours with D-RMSL since 2013, working at the Visitor Passes desk in Volunteer Services, in the Marcus Neuroscience Institute, and as a substitute in several departments. A full-time Boca Raton resident since 2010, Marie has three children. She enjoys playing cards and visiting family. Marie became a D-RMSL volunteer in gratitude for the wonderful care her late husband Shelly received at Boca Regional. With her dedicated service, Marie has no doubt achieved that goal.

# Our Shining Stars

*The following excerpts are from letters grateful patients have sent to Jerry Fedele, Boca Regional President and CEO.*



"On Thursday, January 22, I underwent knee arthroscopy surgery. At the age of 34, I had never had surgery that required general anesthesia. For two weeks prior to the surgery, I was nervous and scared.

When I arrived at the Hospital, I was petrified. I was first greeted by a few volunteers who were funny, pleasant and friendly. I left the Hospital feeling great about my experience. The service I received was impeccable, from the staff to the volunteers."

- Boca Raton Regional Hospital Patient

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"I would like to share my experience at Boca Raton Regional Hospital. I consider myself to be a professional patient, as I have been battling cancer since 1989. At Boca Regional, the doctors, nurses, technicians, staff and volunteers are by far the most professional, experienced and caring people who go the extra mile for their patients, and they do so with a smile.

One area in particular that I wish to showcase is the IV Outpatient Lab. I have gone to many facilities for these same services but none comes close to the exceptional care that I have received here — the Lab is "Super-Star Worthy" and I thought you should know firsthand. I would like to commend the nurses Laura, Susan, Michelle and Nancy for their outstanding level of care during my visits this past year. Thank you for your role in making this the best hospital in the country.

- Boca Raton Regional Hospital Patient

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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 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.*



*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.

## March 2

care@work™ Employee-Wellness Program Offered by Boca Raton Regional Hospital

## February 26

Maureen Mann Named Executive Director of Signature Institutes at Boca Raton Regional Hospital

## February 18

Boca Raton Regional Hospital First in Florida to Offer SenoClaire™ 3D Mammography by GE Healthcare

## MARCH

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				

### MARCH 2015 Meetings & Events:

#### BOARD MEETING

WEDNESDAY, MARCH 18

*Save the Date:*

#### St. Patrick's Day

TUESDAY, MARCH 17

#### D-RMSL Volunteer Appreciation Luncheon

TUESDAY, APRIL 14

#### Chico's Boca Town Center Private Shopping Party

SUNDAY, APRIL 26

#### \$5 Masquerade Jewelry Sale

MARCH 19 – 20

OCTOBER 15 – 16

#### First Day of Spring

FRIDAY, MARCH 20

#### D-RMSL Annual Meeting and Pin Award Ceremony

THURSDAY, MAY 14

## Get Back on Your Feet with "Matter of Balance" Classes

*You don't have to live in fear of falling.*



Join A Matter of Balance, the award-winning program designed to reduce the fear of falling and increase the activity levels of older adults who have concerns about falls.

Offered through the Gloria Drummond Physical Rehabilitation Institute (formerly Davis Therapy Centers) at Boca Raton Regional Hospital, A Matter of Balance consists of eight two-hour sessions which are led by a trained facilitator. Classes help participants view falls and fear of falling as controllable; set realistic goals for increasing activity; change their environment to reduce fall risk factors; and use exercise to increase strength and balance.

The key to getting back on your feet isn't hard to learn — it's A Matter of Balance. For more information, call 561.955.FALL (955.3255).

## Chico's Boca Town Center Private Shopping Party

*It's a party and D-RMSL volunteers are the special guests!*



To show our appreciation for the hard work Debbie-Rand Memorial Service League volunteers do for our patients and their visitors, we have partnered with Chico's at Boca Town Center to have a private shopping party for D-RMSL volunteers! On Sunday, April 26, from 10:00am to 12:00pm, Chico's will have style experts on hand to show you slimming secrets and to put together great outfits. There will be a special discount just for volunteers and a makeup artist to give makeup tips. It will be a fun, festive time — with refreshments! Volunteers must bring ID badges.



**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 **Irene Johnson**, who correctly answered last month's question: **"TRUE: Tuberculosis (TB) tests are required annually for all volunteers who come into contact with patients."** Please contact Aimee Yahn-Carmichael for your prize!

This month's trivia features two questions: **What does Code White stand for? What does Code Silver stand for?** The first person to email Aimee at [ayahn-carmichael@brrh.com](mailto: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**

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