



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

MARCH/APRIL 2019  
**InnerView**

THE NEWSLETTER OF THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE

VOLUNTEERS ARE CORDIALLY INVITED TO  
THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE'S

## Celebration of Service and Annual Meeting

Join us for the awarding of service hour pins, our annual League meeting and a buffet luncheon on Wednesday, May 15 from 10:00am to 12:00pm at Boca Raton Regional Hospital's Dawson Theater.

**IN THIS ISSUE:**

A Message from  
Your President  
**PAGE 4**

Volunteer of the Year  
Nominees  
**PAGE 5 - 6**

D-RMSL Dues  
**PAGE 7**

Boca Regional  
Parking Changes  
**PAGE 8**



# MEMBERS CORNER

## IN MEMORY OF:

- » Ruth McGoldrick
- » Dorothy Paone
- » June Stat



## MEMBERSHIP REPORT: JANUARY 2019

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### Active Members

General: 374

TAV: 125 | College: 44 | Life: 13

### Inactive Dues-Paid Members

General: 8 | College: 0

Life: 128

**Total: 692**

## Hours Report:

### TEENAGE VOLUNTEERS (TAV):

1,552.91 hours

124 TAVs

### COLLEGE VOLUNTEERS:

575.63 hours

37 volunteers

### ADULT VOLUNTEERS:

9,669.13 hours

369 volunteers

### TOTAL:

11,797.67 hours

530 volunteers

## MEMBERSHIP REPORT: FEBRUARY 2019

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### Active Members

General: 378

TAV: 124 | College: 48 | Life: 13

### Inactive Dues-Paid Members

General: 8 | College: 0

Life: 13

**Total: 584**

## Hours Report:

### TEENAGE VOLUNTEERS (TAV):

1,351.24 hours

113 TAVs

### COLLEGE VOLUNTEERS:

545.79 hours

39 volunteers

### ADULT VOLUNTEERS:

8,613.75 hours

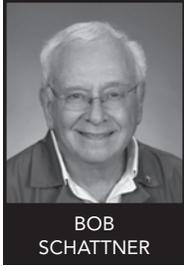
373 volunteers

### TOTAL:

10,510.78 hours

525 volunteers

## March Volunteer of the Month



BOB  
SCHATTNER

After retiring from a successful career in the medical products industry in Cherry Hill, New Jersey, Bob began volunteering as a Debbie-Rand Memorial Service League volunteer tram driver. He also coaches and mentors students at the Adam's

Center for Entrepreneurism at Florida Atlantic University where he was one of the founders of a model program for aspiring student entrepreneurs.

In addition to driving a tram for the past nine years, Bob also helps select TAV scholarship recipients, and lends his business acumen to the budget, gift and thrift shop committees. Bob has been an active member of the League Board since 2015, accruing over 3,150 service hours. He was appointed Vice-President in 2016, and as such, will become President of the League this May. This past June, Bob celebrated his birthday by creating and endowing the Gloria Drummond Scholarship program for the League. In addition, he is ensuring scholarship funds in perpetuity for qualifying D-RMSL teens and college volunteers pursuing a career in the medical sciences.

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

## April Volunteer of the Month



ELLEN  
SELIP

Ellen moved to Boynton Beach from New York City in 2005. Her career included teaching French in New York schools, working in magazine publishing for airline in-flight magazines and Major League Baseball, serving as a communications

consultant specializing in employee benefits, followed by developing communications campaigns for Colgate Palmolive, Avon, Mass Mutual and serving as a benefits communications director for Bristol-Myers Squibb and the entertainment union SAG-AFTRA.

Ellen has earned over 3,050 hours since 2011 volunteering in Visitor Passes. She states, "I chose Boca Regional because volunteers are made to feel they are a valued and an integral part of the Boca Regional family." Ellen also volunteers with the national Adult Literacy Program and at the Boynton Beach Library.

Ellen's husband Jack is deceased. Daughter Debra is a neonatologist in a major children's hospital and son Darren is in the restaurant business in Los Angeles, California. Ellen is an avid reader and begins each morning with a 2.5 mile brisk walk.

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

## Welcome New Volunteers

Alexander Adak  
Penelope Comer  
Leonard Davis  
Christian Didyoung  
Leticia Furlani  
Bodanese  
Margherita Gorlani  
John Hayden  
Chloe Hill  
Brianna Jackson  
Skylar Johnson

Barbara Kageff  
Morgon Katz  
Kamaria Kerapen  
Hannah Larson  
Brendon Lima  
Libby Lipman  
Luisa Martinez  
Katarina Nikolic  
Jan Pinilla  
Angela Santiglia  
Robin Yablon

## Board of Trustees Nominees

The Nominating Committee has selected for election, the slate of nominees listed below for election by the D-RMSL Board of Trustees for service on the 2019 – 2022 Board:

- » Eileen Carlins
- » Barbara Gideon
- » Joan Owen
- » Joyce Schoenbrun
- » Howard Shore
- » Rose Yarema



## A Message from Your President

**“Our success has been based on partnerships from the very beginning.” – Bill Gates**

A fitting quote as I reflect on my observations over the past two years as your League President. On May 15, my term of office ends and President-elect, Robert (Bob) Schattner will take the reins as Boca Raton Regional Hospital enters into a new partnership with Baptist Health South Florida.

Since its inception, our Hospital has relied on partnerships. Over 50 years ago Gloria Drummond and Boca Raton residents joined forces to raise funds to build a community hospital. Over the years, the Debbie-Rand Memorial Service League and those who led it, formed new alliances to expand the “Miracle on Meadows Road.” Philanthropic partners have had a significant impact on the health of the community through their exemplary leadership and generous support of the Hospital. Boca Regional is now a preeminent academic referral medical center through a partnership guided by our physicians with Florida Atlantic University’s medical school. D-RMSL volunteers partner with the Hospital to supplement patient services through their thousands of hours of service. Your League President, board members and Director of Auxiliary and Retail Services, Aimee Yahn-Carmichael, partner regularly with our Hospital liaison, Brian Altschuler, Vice-President of Ancillary Operations, to achieve goals like the renovation of our gift and thrift shops. The Hospital’s 2,800 employees, partner with one another daily to support each other and their department goal of providing high quality patient care. Boca Regional’s President and CEO, Jerry Fedele and his administrative team, as well as the Hospital’s Foundation work continuously to advance these partnerships and implement immediate and long-range goals.

Jerry Fedele has said that he noticed immediately when he was hired in 2008 that there was something different about the Hospital. He saw not only significant philanthropic support and volunteerism, but also a real feeling of ownership. After nine years of volunteer service, I know this feeling as do most of you. This is my, your, our Hospital. We take immense pride in what we do, in patients’ positive comments about the hospital, its doctors, nurses, technicians, food and volunteers. So, take pride as a significant partner that has helped keep the promise of Gloria Drummond. She would be so proud.

Thank you for the honor and privilege of serving as your League president, and please join me in congratulating and giving your support to your new League President, Bob Schattner.

**Sherry Thomas** | President of the Debbie-Rand Memorial Service League

## College Volunteer of the Month



LANA  
ILAZAROVA

Lana and her family emigrated from Russia and moved to Boca Raton from Brooklyn, NY in 2013. She started her volunteer experience as a teenager in the D-RMSL’s TAV program in December 2015. Over the past two plus years, Lana has earned over 500 service hours volunteering in IV Therapy, the Pharmacy and in Patient Services. Lana is now a student at Florida Atlantic University where she will receive a Bachelor of Science in Biology this August. She and her boyfriend, Jonathan, are both pre-med students at FAU and are interested in medical careers in surgery.

Lana also volunteers at Splash Pals Adapted Aquatics and with the American Red Cross. She serves as President of Splash Pal, a club that works with children who have disabilities and autism.

Lana enjoys spending time with her boyfriend, reading, playing basketball and wine tasting. She has an older brother who has graduated college and a young sister in grade school.

Thank you, Lana, for your service to Boca Regional and D-RMSL.

# CONGRATULATIONS

## Volunteer of the Year Nominees

The Debbie-Rand Memorial Service League's Board of Trustees and the Volunteer of the Month Selection Committee have the arduous task of determining which individuals best exemplify the qualities and dedication for the 2018 Volunteer of the Year. The announcement will be made at the Hospital's annual Volunteer Appreciation Luncheon on Monday, April 8 at the Boca West Country Club.



JANUARY 2018:

*Rose Weitz*

Rose works at the Lynn Cancer Institute's Treatment Room. As a cancer survivor, Rose is sensitive to the needs of patients. Her experience and pleasant disposition builds a nurturing and trusting relationship with the patients she serves. To repay the care and expertise she experienced here during her treatment, Rose began volunteering at LCI in 2016.



APRIL 2018:

*Andrew Gonedes*

Andrew volunteers in the Hospital's Emergency Department. He began his volunteer experience as a D-MSL Teenage Volunteer in his junior year in high school. Shortly after becoming a volunteer, he reached out to practitioners to shadow, accruing 300 shadowing hours. He volunteers as a peer mentor for other freshmen in college, tutors elementary students in science and nonprofit community service projects.



FEBRUARY 2018:

*Irving Ginsberg*

Kind, compassionate, caring, helpful and loving are the words Hospital staff used to describe Irving, who passed away in late 2018. As a volunteer in the Radiology Department, Irving helped patients check in and ensured they were in the proper area for treatment. He began his volunteer service in 2003 and had over 3,500 hours of service.



MAY 2018:

*Mary DeOlivera*

Mary retired in 2010, but a year later found she needed to keep herself busy. She decided to volunteer because she loved helping people and enjoyed being in a work environment where everyone shares a common goal, giving back to their community. She currently works in the D-RMSL office on special projects and with Visitor Passes. She has accrued over 3,000 service hours.



MARCH 2018:

*Ilse Camis*

Ilse began her D-RMSL Volunteer service in January 1992, earning over 5,400 hours. Ilse volunteers on the 6th and 8th floors. She chose to volunteer out of gratitude for the care her husband received, for the interaction with people and because she likes helping others.

Continued on back »



JUNE 2018:

*Gail Turner*

Gail started volunteering at the Hospital's heart monitoring group. She later transitioned into her present role in the Cytology Laboratory where she volunteers one day a week. Generous with her time, she also volunteers two days a week at the D-RMSL Thrift Shoppe. Gail has earned over 2,000 service hours.



JULY 2018:

*Joyce Schoenbrun*

Joyce has been a volunteer in the Hospital's Emergency Department since March 2009. 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.



AUGUST 2018:

*Frankie Ross*

Frankie began her volunteer service with D-RMSL 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.



SEPTEMBER 2018:

*Carol Sorbaro*

Carol chose the Hospital for the quality of care she and her family members received as patients. Carol volunteers in the D-RMSL Gift Shop where she has given over 475 service hours. She helps customers who come into the shop, to buy a gift, and sometimes to simply share their worries about a family member or friend who has been admitted.



OCTOBER 2018:

*Francesca Daniels*

Francesca began her volunteer service in the Emergency Department in 2016. She says she does whatever it takes to make patients feel better and to make them feel safe. Francesca served ten years in the Emergency Department of Cedars-Sinai Medical Center in LA where she received The President's Volunteer Service Award, an initiative of the U.S. President's Council on Service and Civic Participation.



NOVEMBER 2018:

*Jerry Scher*

Jerry has been a D-RMSL volunteer for nearly two years, accruing close to 1,000 hours of service. He entertains patients, staff and visitors by playing the piano and taking requests to play a favorite song. He feels playing the piano and taking requests are his way of expressing himself.



DECEMBER 2018:

*Alaina Tillman*

Alaina volunteers at Boca Raton Regional Hospital because she wants to gain more clinical experience in the field of medicine and the Hospital's values are aligned with hers. She also volunteers by doing medical outreach trips to locations such as the Bahamas and Costa Rica. Her favorite part about volunteering is comforting the patients, being appreciated by them and seeing the smiles on their faces.

# Creating Exceptional Patient Experiences

**A**

## **ACKNOWLEDGE**

Greet the patient by name. Make eye contact, smile and acknowledge family or friends in the room.

**I**

## **INTRODUCE**

Introduce yourself with your name, skill set, professional certification and experience.

**D**

## **DURATION**

Give an accurate time expectation for tests, physician arrival and identify next steps. When this is not possible, give a time in which you will update the patient on progress.

**E**

## **EXPLANATION**

Clarify step-by-step what to expect next, answer questions and let the patient know how to contact you, such as a nurse call button.

**T**

## **THANK YOU**

You might express gratitude to the patient and/or family for choosing Boca Regional or for their communication and cooperation. Thank family members for being there to support the patient.

## D-RMSL Dues

The \$10 volunteer annual dues are currently due. Below is a list of how your dues help:

- » Reduced cost for uniforms
- » Free daily coffee
- » Meal program for every four hours of volunteer service
- » Free service and recognition pins
- » Free flu shot and TB test
- » Free identification badge
- » Six issues annually of InnerView Newsletter
- » Appreciation gifts during National Volunteer Week
- » Free parking in Hospital lot and use of valet parking services
- » Helps off-set the 10% discounts volunteers receive in the Gift and Thrift shops
- » Pays D-RMSL's annual membership dues with the Association of Florida Healthcare Auxiliaries/ Volunteers, Inc.
- » And, if you are selected as a Volunteer of the Month, a framed professional photograph



## 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						

## APRIL

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				

MARCH / APRIL 2019

## Meetings, Events & Important Dates:

### SAINT PATRICK'S DAY

SUNDAY, MARCH 17

### APRIL FOOL'S DAY

MONDAY, APRIL 1

### NATIONAL HEALTHCARE VOLUNTEER WEEK

SUNDAY, APRIL 7 –  
SATURDAY, APRIL 13

### PASSOVER BEGINS AT SUNDOWN

FRIDAY, APRIL 19

### EASTER

SUNDAY, APRIL 21

### EARTH DAY

MONDAY, APRIL 22



Pictured (left to right): Esta Goldfine; Lois Ackner, Gift Shop Manager; Ellen Rothman; Dr. Aimee Yahn-Carmichael, Director of Auxiliary and Retail Operations; and Judy Park

## Our Shining Stars

If you've been a patient, you know how a lovely gift can brighten your hospital stay. Our Debbie-Rand Memorial Service League Gift Shop Volunteers are on call 12 hours a day, seven days a week, to help family members and visitors select flowers, a personal gift, newborn baby items, or to sweeten Hospital staffs' day with a piece of chocolate. You need not be a patient to take advantage of their assistance. Gift Shop Manager, Lois Ackner, has a talent for finding thoughtful personal or decorative items, baby gifts or those necessary odds and ends one forgets to bring to the Hospital. Let her helpful volunteers find you something you simply can't live without.

### Thank you, Gift Shop Volunteers:

Aliya Abdullah • Gillian Ackner • Beatriz Ainstein • Andres Apricio Mur  
Britney Alvarez • Mollye Bergard • Oriana Bohorquez • Fern Bonder  
Nicolas Burgos • Camila Cuoco • Nina Doreson • Ezgi Eflani  
Barbara Fetner • Esta Goldfine • Nona Goldstein • Yekaterina Gomez  
Helene Greenberg • Lane Gross • Pavan Gudoor • Carol Hopkins  
Thomas Kutcher • Cathi Lefton • Beth Lowell • Marla Minkoff  
Suzanne Morris • Isabelle Munar • Harriet Nichols • Tim O'Connor  
Alexander Overton • Juan Paolina • Judy Park • Kaela Peglow  
Bryant Polanco • Matthew Prescott • Rosalie Rizzo • Ellen Rothman  
Stephen Schlicht • Carol Sorbaro • Judy Sundel • Ruth Tilson  
Maria Ventura • Serena Verduzco • Patricia Vissichio • Eileen Weber  
Barbara Wright • Nicole Zanchetta • Max Zhou

## Boca Regional Parking Changes

By now you are aware of the new parking changes that went in effect starting March 11. Construction time for the new garage is estimated to be 10 months. For additional information on the new garage construction, be sure to read *Shifting Gears*, which was mailed to your home and available in the Volunteer office.





Stop by the **Debbie-Rand Gift Shop** to see our new merchandise, special sales and periodic trunk shows.

**Monday – Friday: 9am – 8pm**  
**Saturday and Sunday: 8am – 4pm**

Located in the Hospital Lobby  
800 Meadows Road, Boca Raton, FL 33486  
Phone: 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 Alaina Tillman, who correctly answered last edition's question: **The annual orientation, required by the Joint Commission, that keeps you updated on your policies and procedures were held on February 26, February 27 and February 28.** Contact Aimee Yahn-Carmichael for your prize!

This edition's trivia question: **What does the acronym P.A.S.S. stand for?** The first person who emails Aimee at [ayahn-carmichael@brrh.com](mailto:ayahn-carmichael@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**

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



On Behalf of Boca Raton Regional Hospital  
and its Debbie-Rand Memorial Service League

# Thank you

During National Healthcare Volunteer Week, April 7 – 13, Boca Raton Regional Hospital celebrates you for the service, dedication and commitment you provide to the Hospital and to our patients.



BOCA RATON  
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**All Boca Raton Regional Hospital employees and volunteers will receive a 15% discount on all purchases made in-store or over the phone with 5% of the sale being donated to the Debbie-Rand Memorial Service League.**