special thanks to all who attended the Annual General Meeting (AGM) and Luncheon on Thursday, May 17, 2012 at the Crowne Plaza Hotel in Palo Alto. The 54th AGM was attended by Auxiliary volunteers, El Camino Hospital staff, and guests. Anne Kusian, Auxiliary President, led the assembly with an opening speech and introduced the speakers at the meeting: Larry Feder, President, El Camino Hospital Los Gatos; John Zoglin, Chairman, El Camino Hospital Board of Directors; and Tomi Ryba, President and Chief Executive Officer, El Camino Hospital.

The Auxiliary awarded $8,000 in scholarships and the Foundation awarded $8,700 to the following recipients for the 2012-13 year: Natasha Brasil, Maria Francesca Bumb, Kevin Chiang, Jeun Choi, Gabriela Contreras, Jessica Correa, Ronna Del Rosario, Brianna Dilloughery, Melvin Faulks, Michelle Fletcher, Danielle Galvez, Kaitlyn Hewitt, Chirathma Kodikara, Allison Komirenko, Winnie Kwok, Victoria Mavunga, Erin McLeod, Arti Mulchandani, Lorebelle Orlofski, Stephanie Richardson, Rebecca Sedillo, Samantha Stough, Soniya Tambe, Selena Troung, Priscilla Truong, James Whyte, Tiffany Wooten, and Valeria Wuest.

The 2012-13 slate of Auxiliary officers were announced:
President: Anne Kusian
Executive Vice President/President Elect: (TBA)
Vice President, Director of Senior Membership, MV: Janis Weatherford
Vice President, Director of Senior Membership, LG: Linda Johnson
Vice President, Director of Junior Membership, MV: Cindy Roberts
Vice President, Director of Junior Membership, LG: Helen Hoang
Vice President, Director of Services, MV: Judy Van Dyck

continued on page 2
AGM continued

The 2012-13 slate of Auxiliary officers (continued from page 1):
Vice President, Director of Services, LG: Karron Whitehead
Treasurer: Kevin Schick
Director of Recruitment and Placement: Corky Kelley
Director of Special Events: Dee Domingo
Parliamentarian: Linda Heider
Secretary: Pat Pfeiffer

Anne addressed the assembly and shared a quote relating to volunteerism from Lee J. Colan, Ph.D., a leadership advisor, author and speaker: “a single act of kindness does make a difference…it creates a ripple effect that can be felt many miles and people away.”

Furthermore, she discussed her role as Auxiliary President over the last year and thanked volunteers for their continued inspiration. Anne shared that she is honored and humbled by the volunteers’ confidence in her leadership in electing her once more as President.

Anne challenged the assembly to continue to strive to reach higher, think forward, and to be proactive in supporting El Camino Hospital and the Auxiliary’s shared goals of success. Anne stated, “despite challenging times in healthcare, new laws, the difficult economic climate, and pressures to cut costs, a new strategic plan has been developed by the Hospital Board and Tomi Ryba.” In correlation with these efforts, Anne also encouraged volunteers to embrace change, get involved, and to try new things! “I encourage all volunteers to step up to the challenge…to take pride in flexibility, and to meet these challenges with an open mind and open arms,” Anne boasted.

Ned Borgstrom, Interim Chief Financial Officer, El Camino Hospital, thanked the Auxiliary for their support and leadership, and presented Judy Van Dyck with a check awarded in her honor from the Hospital’s Board for the Auxiliary scholarship fund.

Anne acknowledged the following volunteers in attendance with over 20 years of service at the 2012 AGM: 20+ years: Barbara Dicks, Bill Dildine, Patricia Glaze, Maggie Patch, Dee Pierce, Sarah Reynard, Flora Sana, Les Spring, and Robert Worcester; 25+ years: Donna Henderson, Judy Rowland, Marilyn Sanders, and Barbara Wright; 30+ years: Sheila De Lisle, Clo Esfehani, Corky Kelley, Susan Scruggs, Judy Van Dyck, and Luddy Wendering; 35+ years: Penny Galbreath and Diane Rafferty; 40+ years: Angela Kendall and Janet Palmerson; and 45+ years: Virginia Downs, Helen Gaetano, and Pamela Nielsen.

Anne invited Tomi Ryba, Chuck Hebel, and Jan Gleason to the front to award volunteers who have achieved 5,000, 10,000, or 25,000 hours of service. The following were awarded a silver tray for $5,000 hours of service: Patricia Heffron, Angela Kendall, Lilly Omokawa, Jane Rothmuller, and Pamela Nielsen. The following volunteers were awarded a $100 Macy’s gift card for 10,000 hours of service: Penny Galbreath, Pamela Nielsen, and Kay Zitzner. The following volunteers were awarded a $250 Macy’s gift card for 25,000 hours of service: Eva Estrada, Marilyn Sanders, and Judy Van Dyck.

The meeting was adjourned and the luncheon followed with food and festivities. The entertainment for the afternoon included music from the Rat Pack. Thanks to all who attended and for those who were unable to join us this year, we hope to see you next May for our 2013 AGM!
Service Spotlight: Shuttle
Service Highlights and Interview with Dan Rappaport, Shuttle Co-chair

The Shuttle service is one of the many truly personalized accommodations available to hospital patrons and visitors at El Camino Hospital Mountain View. The blue and white shuttles outfitted with a small white flag are driven by Auxiliary volunteers throughout the outskirts of the Mountain View campus to the various parking lots and building entrances of the hospital. Dan Rappaport, a shuttle driver for over nine years with nearly 1,300 hours of service describes the shuttle’s popularity and estimates transporting between 10-20 passengers during his shift. And who wouldn’t want to cruise around campus in a zippy shuttle cart assisting visitors while enjoying the fresh air outdoors? The shuttles are battery operated, street legal vehicles that can transport up to three passengers at a time, excluding the driver, of course. Shuttle drivers must be over 25 years of age and must have a California Drivers license. Since Dan is familiar with the Mountain View campus, he has become an asset to visitors who seek direction and assistance with transportation to their destination.

As the Co-chair of the Shuttle service, Dan enjoys interacting with other volunteer service leaders within the Auxiliary and working with the Director of Services-MV to address the needs of the service. Dan shares that the Shuttle service is in need of drivers to continue to meet the needs of the service schedule and explains, “ten drivers are needed to meet the needs of the weekly schedule, however, the service currently has seven drivers.” While offering hospital patrons a ride, Dan often adds a bit about his role as a shuttle driver and his passion for what he considers, “the best volunteer job in the hospital!” Furthermore, Dan explains, “passengers are always so thankful for the shuttle service—even the kids love being chauffeured.”

In addition to his role within the Auxiliary, Dan shares a bit about his roots. Born and raised in New York, he eventually moved to the Bay Area in 1986 and later retired in 2001 as a Senior Manager in Sales/Marketing for semiconductor manufacturing and distribution corporations. Additionally, Dan earned a BS from Columbia in Electrical Engineering and a MBA in Business Administration. He and his wife are the proud parents of two children and two grandchildren ages 9 and 11. In addition to his volunteer service within the Auxiliary, Dan enjoys playing golf and the popular card game of bridge with his wife of 47 years and their friends socially, in addition to playing competitively for achievement. He has been playing competitively in club games and tournaments for 30 years and currently plays up to three times a week. About a year ago, Dan earned the ranking of Bronze Life Master, a noteworthy achievement within the sport and has a goal of achieving the national ranking of Silver Life Master someday.

Dan and his wife enjoy frequenting the movie theater for the latest box office releases and going to the theater a few times a year to see popular performances, more recently viewing Of Mice and Men and Mary Poppins. In addition, Dan enjoys traveling occasionally and spending time with his grandkids. In fact, he and his grandkids recently went on an intergenerational trip to Coos Bay, OR to the great outdoors for some dune buggy rides and exploratory hiking to study plants and wildlife.

Thank you Dan for your leadership within this organization and for your time and insight in providing readers with a first look at being a shuttle driver. And with summer fast approaching, now is the perfect time to join the Shuttle service at El Camino Hospital and volunteer outdoors! To learn more about the Shuttle service or how to become a shuttle volunteer, please call the Auxiliary office at 650-940-7214.

“AUXILIARY NEWS FLASH

“I consider the Shuttle service to be the best volunteer job in the hospital!”

Dan Rappaport, Shuttle Co-Chair
Ask Apoorva!
Health News and Highlights by Junior Volunteer, Apoorva Agrawal

Hi! My name is Apoorva Agrawal. I am currently a junior at Lynbrook High School and have been a junior volunteer at the Information Desk MV for nearly a year. I have created Ask Apoorva! because writing and design has always been my passion. I hope to provide you with beneficial health information each month and explain how these topics relate to teens. Thank you to all the junior volunteers who have contributed feedback and comments through the Google forms sent out. Thanks for reading and I hope you enjoy!

As classroom lessons are starting to wind down in time for summer vacation, students are sneezing more and tissues are naturally in high demand! According to KidsHealth, a web based resource provided by The Nemours Center for Children's Health Media, allergies are defined as, “abnormal immune system reactions to things that are typically harmless to most people.” In an effort to protect the body, the immune system produces antibodies to allergens which cause histamines to act on the eyes, nose, throat, lungs, and/or skin which are known to cause an allergic reaction. Environmental allergens are the most common type of allergy causing substances which include pollen and dust.

Many teens experience seasonal allergies which often interrupt their daily life. When asked about his or her allergies, an anonymous junior volunteer responded:

“I experience symptoms including a runny nose, sneezing, itchy/watery eyes, and congestion. Allergies often become an annoyance when doing school work and participating in sports.”

Here are a few suggestions provided by teenshealth.org from Nemours to help alleviate or reduce allergies:

- talk to a doctor about getting medications such as pills or nasal sprays that are often used to treat allergies
- try and reduce exposure to dust and pet dander
- watch the weather for days in which pollen counts are high
- switch to perfume-free and dye-free detergents, cosmetics, and beauty products (you may see non-allergenic ingredients listed as hypoallergenic on product labels)

Please feel free to contact me at askapoorva@gmail.com regarding any questions or feedback you may have or possible topics for future newsletters. Check out last month’s newsletter on “How Test Anxiety Affects Teenagers’ School Performance” and check back next month for more health news! If you’d like to contribute to the article next month, watch for the Google form in your email soon. Thanks!

Meeting the Board
An Interview with Chuck Hebel, Director of Senior Membership-MV

Chuck Hebel has been the Director of Senior Membership-MV since 2010, and has served as an ED Patient Relations Representative (ED PRR), Greeter, Library volunteer, Database Manager, and as a volunteer in the Therapeutic Humor and Music service. With over seven years of service and earning nearly 3,800 hours, Chuck has been a dedicated leader and a true ambassador for this organization. Upon the recommendation of his youngest son, an ED Physician back East who shared his father’s tenacious spirit, Chuck decided to first serve as a Patient Relations Representative in the Emergency Department.

continued on page 4
Additionally, he joined the Auxiliary Library service tasked with sorting and distributing magazines to the various departments and units throughout the hospital. He describes his experiences in saying, “the Library service is a great way to learn more about the hospital and to become more familiar with locations.” As a volunteer in the Therapeutic Humor and Music service for several years, Chuck was more commonly known as “the music man,” appropriately named for a volunteer who distributed carts of CDs, players, and headphones to various patient rooms throughout the hospital. Chuck says, “this service brought joy and comfort to the patients and was a very personalized operation.”

In addition to his roles within the services mentioned, Chuck played an integral part in assisting the hospital with their move into the new main hospital in 2009. Working with hospital staff and Auxilians, Chuck served as an Auxiliary representative and attended various hospital committees to assist with the transition to the new building and the anticipated need of volunteer participation.

An Illinois native and eldest of three siblings, Chuck chose to set his sights on science and became somewhat of a “science buff” growing up. Fascinated in not only how, but also why things worked, he experimented with age appropriate chemistry sets and later with assembling radios. As a boy, he listened to short-wave radios, and at age 11, with the help of a local librarian, Chuck consulted books that taught him the makings of the radio. Ironically, his passion to study science didn’t stop with his childhood pastimes. Chuck chose to pursue an education and career in physics, earning his PhD in the field and later retired as a Research and Development manager from Xerox after 26 years. In addition to Chuck’s career highlights, he shares that he and his late wife of 51 years met in a concert band in college, and share three children and seven grandchildren whom currently reside back East.

Furthermore, learning of his parents’ past, his mom a musician and dad a salesman, it is certainly clear that Chuck shares similarities in his parents’ talents. In addition to volunteering, Chuck has had the opportunity to travel the world, witness world-class opera and symphony ballets, and continues to enjoy singing as tenor in a local church choir.

As the outgoing Director of Senior Membership-MV, Chuck says he will “miss the day to day interactions in the office, but still serve as Database Manager.” As a Database Manager, Chuck will work primarily with Volgistics, the volunteer management database, to assess report data and verify information to understand trends in volunteer service. Chuck will assist the newly elected Director of Senior Membership-MV, Janis Weatherford, with the transition and “pass the baton,” per say, July 1st for the new fiscal year. On behalf of El Camino Hospital and the Auxiliary, I would like to thank Chuck for his continued support of this organization and appreciate his dedicated service as a member of the Board.

In Memory of Past Auxiliary Volunteer:

Frances Gregory: served as an Escort– MV volunteer with 3,762 hours of service
The Health Library and Resource Center (HLRC) at El Camino Hospital Mountain View and Los Gatos campuses provide patients, families, visitors, and hospital staff with the resources and education necessary to make important health care decisions. The HLRC and its volunteers offer assistance through a variety of programs and services, some of which include: Patient Discharge Follow-Up Calls and Advance Health Care Directive Assistance. The Health Library and Resource Center, with the help of its volunteers, continue to provide hospital patrons, staff, and those from within the community with the tools and resources necessary to answer everyday health care concerns. Through a variety of services offered to individuals, patients are given a truly personalized approach to health care while at El Camino Hospital and upon discharge.

Betsy Carpenter has been assisting individuals with advance health care directives for over 20 years as an Auxiliary volunteer for the HLRC. With over 3,700 hours of volunteer service, she has educated and assisted individuals about the importance of documenting end of life decisions and with completing necessary forms for medical records and personal reference. In the event an individual may become incapacitated, an appointed “agent” has the legal authority to consent, refuse consent, or withdraw consent to any medical treatment.

And at our Los Gatos campus, Judy Sack has been graciously assisting individuals with advance health care directives as an HLRC volunteer. Judy has been an Auxiliary volunteer for over two years and has earned nearly 1,000 hours of service. Additionally, specially trained volunteers will: answer questions about advance directives, explain the medical and legal language of documents, and can introduce other appropriate forms such as the POLST or Pre-hospital “Do Not Resuscitate” forms, witness signatures and provide copies for physicians and agents. Please call HLRC MV at 650-940-7210 or HLRC LG 408-866-4044 for more information or to schedule an appointment to utilize these free services.

Junior Jargon:

Rajesh Sakhamuru, Escort Volunteer

Rajesh Sakhamuru has been a junior volunteer for nearly two years at El Camino Hospital Mountain View and has earned approximately 168 hours of service. Raj first started as an ED Greeter in May 2010, but due to scheduling conflicts, chose to pursue supporting the Escort service in Fall 2010. Raj came to the ECH Auxiliary upon the recommendations of his elder sister, a former junior volunteer.

As an Escort volunteer, Raj enjoys interacting with the patients he meets upon discharge, traveling to various departments and areas within the hospital, and serving as a junior shift captain on Sundays.

continued on page 7
Junior Jargon: continued

As a shift captain, Raj is tasked with answering an often heavy call volume in the Escort office and is responsible for allocating assignments to volunteers he works with on a given day.

Looking to the future, Raj has hopes of becoming an Ophthalmologist and plans to first major in Biology to learn more about the field. In correlation with his desire to study science, Raj says, “volunteering here has been rewarding and beneficial in supporting my goals of working in the medical field and being involved in my community.”

Currently a junior at Lynbrook High School in Cupertino, Raj has been the treasurer of the school’s “Bookzilla” club, a program that works to spread literacy among teens throughout the Bay Area. In addition to participating in the school’s chess club, Raj enjoys playing tennis recreationally, going to the movie theater with friends, and reading sci-fi novels. When asked about his plans upon graduation next year, Raj is still undecided about where he will attend college, but since he enjoys traveling, he may seek a school out of state. I thank Raj for commitment to serving El Camino Hospital and for his leadership among the junior membership.

Auxiliary Testimonials:
The Magic of Volunteering at El Camino Hospital

“I work the 5:30 to 8:00 evening shift at the Information Desk. There are many quiet moments during the shift and I have the pleasure to watch people come and go as they visit someone. When a person does ask for directions or information about a friend in the hospital, I feel honored. I am helping bring joy to someone else who might be a little bit down from being away from home. I find the job a gratifying opportunity and a blessing to be part of the Auxiliary front desk team.” ~ Mike McTighe

“I love going to work on Monday mornings in Escort. The number one reason is the people…all of my friends in my Escort group and the other Auxiliary members and employees. Plus, I love the patients; they are so polite and grateful for what we do. The feeling I get is that I am doing something useful and needed. And, of course, we get back ten times what we give!” ~ Phyllis Crane

“In 1971 the youngest of our four children marched off to Kindergarten and I was able to have three hours to give to El Camino Hospital as a volunteer. Continual service here has been an honor. Both my husband’s and my family were volunteers and El Camino was a natural addition for me, and remains the BEST voluntary organization with which I have been privileged to serve. An abundance of diverse services are offered and I have sampled and enjoyed many, as well as serving on the Auxiliary Board and Scholarship committee. The beautiful new hospital finds me walking past the (very appropriate) clasped hands sculpture of “Hope and Confidence” each Monday to join my community as a guide outside the Critical Care Unit. Thank you El Camino Hospital for this joy!” ~ Angela Kendall

Auxiliars In Action:

Photo above: Kathleen de la Rocha from Outpatient Waiting Room, ECH LG

Photo above, left to right: Java Junction volunteers Jo Loer (cashier) and Jean Toyoma (barista).
Board of Directors MV  2011-12

PRESIDENT
Anne Kusian
EXEUTIVE VICE PRESIDENT/PRESIDENT ELECT
Karron Whitehead
VP — DIRECTOR OF SERVICES
Judy Van Dyck
VP — DIRECTOR OF SENIOR MEMBERSHIP
Chuck Hebel
VP — DIRECTOR OF JUNIOR MEMBERSHIP
Interim, Corky Kelley
SECRETARY
Mariana Latham
TREASURER
Ray Flores
ASSOCIATE TREASURER
Kevin Schick
PARLIAMENTARIAN
Corky Kelley
DIRECTOR OF RECRUITMENT & PLACEMENT
Linda Heider
DIRECTOR OF SPECIAL EVENTS
Dee Domingo

Board of Directors LG  2011-12

VP — DIRECTOR OF SERVICES LOS GATOS
Linda Johnson
VP — DIRECTOR OF SENIOR MEMBERSHIP LOS GATOS
Jan Gleason
VP — DIRECTOR OF JUNIOR MEMBERSHIP LOS GATOS
Helen Hoang

Note: The new Auxiliary Membership Rosters are available! If you’d like a copy, please come to the Auxiliary office in either MV or LG.

El Camino Hospital Auxiliary
2500 Grant Road
Mountain View, CA 94040
815 Pollard Road
Los Gatos, CA 95032
Phone (Mountain View): (650) 940-7214
Phone (Los Gatos): (408) 866-4233
Fax: (650) 966-9213
www.elcaminohospital.org

We’d love to hear from you! If you have comments or suggestions for the Auxiliary News Flash, please email office_auxiliary@elcaminohospital.org

We’re on Facebook! All are welcome to join the group El Camino Hospital Auxiliary! Here you’ll find Auxiliary news updates, photos from events, and of course, converse with fellow volunteers and friends! If you have a Facebook account, just search for the group El Camino Hospital Auxiliary. If you’re not yet a member, we hope you’ll join us! See you online!