Going into August and September, our board kept in touch through emails and conference calls. The FRH committee worked very hard to plan a wonderful educational conference. Come October 20th our auxiliaries traveled to Paradise and were treated to a very well-rounded educational experience that succinctly represented the goals of MSAC to present outstanding educational conferences. We learned much from the speakers: We were very pleased to have CAHHS Chair Jan Roediger attend our Conference.

Jan presented an outstanding talk about Legislative Day. Jan spoke on the Super Committee and how we can, as volunteers, help our hospitals in the areas of personal service and community connection, among other services. Jan also noted the importance of writing to our government officials, urging them to protect our hospitals and medical people from cuts (continued on back)
Colusa Medical Center

AT our last report we had just purchased five new glider rockers for our OB department and the nurses are all so happy with that. We have completed another scrub sale and a Books R Fun sale.

At the current time we are gearing up for our Fall activities and round of special features. In November we featured our gift shop and our Holiday Gift Boutique. Both of these things create a lot of excitement as the holidays appear on the horizon. WE sell baked goods, main courses and chili and cornbread during the boutique and then at the conclusion of our sale we draw the winning raffle ticket for our huge Christmas gift basket. Everyone wants to win that!

In October the Auxiliary helped with a very special event to celebrate ten years of our hospital being owned by the community and helped host the anniversary party for the staff and community. Volunteers helped by serving as tour guides, serving cake and waters and relieving staff at the various booths located all over our perimeter of the campus. . We even had two helicopters from our different ambulance services land on our lawns for added excitement.

December will find us sponsoring the Books R Fun sale again and then hosting a volunteer luncheon where we also collect unwrapped and new toys for our local Impact Thrift Store.

So though our numbers are dwindling and we are actively searching for more help, our cadre of 26 ladies stay very busy in our gift shop, telecare and other projects here at Colusa Regional Medical Center.

Mary Jane Tait, RN/DSD/DVS,
Director of Staff Development, Employee Health and Volunteer Services

Feather River Hospital

Blessed with a record 382 volunteers at this writing, Feather River Hospital’s Volunteer Services is pushing ahead on several fronts. The anticipated January 2012 opening of an expanded Emergency Department has prompted cross-training of all new courtesy desk volunteers so that they can be called upon to staff lobby desks not only in the main hospital and the outpatient

Feather River Health Center, but in the Emergency Department as well.

This October also marks the one-year anniversary of our Patient Ambassadors, the dozen or so volunteers who regularly visit patient rooms in Feather River’s medical unit to lend whatever non-medical comfort and assistance the patients may need.

Feather River’s volunteers also were privileged to host the Mount Shasta Area Council Educational Conference on Oct. 20, attended by almost 70 volunteers from throughout Northern California, some from as far south as Fairfield.

Glenn Brown
Mercy Medical Center Redding has approximately 425 members, with 275 active volunteers. And we are still going strong. I am pleased to announce the dedication for the new Emergency waiting and registration room will be dedicated on the 24th of October. The ER will open for business on the 25th. This is the second phase of the renovation. The third phase has started, and this is the renovation of the former ambulance bay. It will now house the new trauma room and 5150 (involuntary psychiatric hold) rooms. The fourth and final stage will be enclosing the existing curtained rooms, which total 11 rooms. Patient privacy is our goal, and this new Emergency Room is forecasted to be completed in 2013.

The Christmas Tree Fantasy is on schedule for the 18th, 19th and 20th of November. The economy is bleak, but we do hope that we can fulfill our obligation of our pledge of $50,000.

Respectfully submitted, Dave Clapper, Mercy Medical Center, Redding

If you haven’t seen it already, be sure to see Dave in his starring role in “The AIDET Zone”. It is on the web at:

www.youtube.com/watch?v=9k_cmGC3qoM

MSAC gets first Associate Member

Pamela Reeder from the North Bay Guild is MSAC’s first Associate Member. After deciding at the Paradise Educational Meeting on October 20th to open up the Mt. Shasta Area Council to associate members, Pamela Reeder, who was visiting that day, stepped up to become the first associate member. Welcome Pamela!
Like most of our sister auxiliaries, this has been a busy year for us here in Red Bluff. We have just completed a year of change to our financial structure and now we are “trying” out a change to the structure of our Auxiliary Board. Patterning ourselves after Mercy Mt. Shasta Auxiliary, we have dropped titles and each of us is just a board member with the designated duties that we are comfortable with. We are in hopes that by dropping titles, we can interest more of our volunteers in becoming board members. Maybe it won’t feel so ominous. We did gain one new person but it seems the other board members have once again been re-elected for another year.

We have had a very successful year with fund raising. Our Board Member/fund raising person, Linda Ezzat has come up with a variety of monthly sales that have gone over very well. We are now gearing up for the annual Crab Feed that we will hold at the Fairgrounds on January 14th. A great deal of work and preparation goes into this event. The proceeds from our fund raisers have benefited many of the departments of our hospital as well as supporting community projects. This year we were able to give four—$2000 scholarships to students at Shasta College who are pursuing the medical field.

We are so proud of the effort of all of our volunteers in serving our hospital and also their support and participate in the fund raising efforts. One of our goals as an auxiliary is to promote team participation and appreciation. This way each volunteer can achieve fulfillment in their volunteer experience at St. Elizabeth Hospital. Each of us, wishes each of you a very......... MERRY CHRISTMAS

https://sites.google.com/site/stelizabethhospitalauxiliary/ Karen McFarland

Upper Left: Judy Shatswell, Karen McFarland
Upper Right: Shiela Streed, Carol Mieske, Jackie Crain and Pat Jepsen
Lower Left: Linda Ezzat, Pat Lamendola, Judy Shatswell
Gift shop News

Well the holidays are approaching us fast! I hope all are ready in the shops for them. At this time you should be doing the buying for Valentine’s Day and Easter. Employees love sales so for Christmas you can do special sale hours and days. An example is to have a Mrs. Claus sale on special items that are not selling good, dress up as Mrs. Claus and have a treat for everyone that comes in. We even offer an extra 10% off during sales like this and we only do it for 1 day for 4 hours. It works really good for us be sure to advertise the sale beforehand and if you can send out emails to all the hospital if your hospital allows it as ours does. We also do a display window of the items on sale and about the sale.

In August Jenny and I went to the ASD convention in Las Vegas. There was over 2000 vendor’s there. I have attached a list of the vendor’s we found for you to check out if you would like. Please remember as gift shop chairs we should all help each other out so if you have a favorite vendor please share it with me and I will pass it on. Also please keep me updated on your email so I can send you information as I get it. My email address is rebeccoha2@gmail.com.

Another idea that I have done for the past 4 years is Valegram’s. I take pre-orders for candy & balloons and on Valentine’s Day we deliver them to anyplace in the hospital or on the hospital grounds. The employees like sending one to others. Example: 1 heart balloon & Candy bar $2.95, singing plush animal with balloon $22.95.

Don’t forget the CAHHS Leadership Conference February 20 – 23, 2012 in San Francisco at the Palace Hotel. On Monday February 20th 9AM-5PM shop with CAHHS experts class in the Moscone Center Room 222. Tuesday February 21st 5PM-6:30 PM is the Welcome Reception & exhibitor show in the Gold & Grand Ballrooms.

With a heart full of love and arms full of babies, volunteer, Rebecca Whicker is pictured with her new adopted boys: Leland (standing).

In her arms: Steven on the Left, Nathaniel on the right. I think she will have a very full Christmas.

Congratulations and Bless You Rebecca!
Volunteers: They take no wages— but something draws them back to the office each day. At Oroville Hospital, the committed volunteers do what they do for the love of helping people. Sure, the hospital throws the beloved team a few parties each year, yet the volunteers’ greatest reward for working with patients and assisting the staff is seeing people smile.

Marlene Glasser, a volunteer at Oroville Hospital with almost 10 years of experience, is the president of the hospital’s volunteer panel. Even before she began working in Oroville, she worked in Contra Costa County as a hospital volunteer. Why? “Helping people,” she says, “that’s what I do here. Help the people and serve everybody, I enjoy it.”

Oroville Hospital’s volunteers provide face-to-face information for visitors and patients and they provide assistance and relief to the staff on request. They have plenty of stories to tell, but their lips are sealed— they listen to patients under an oath of confidentiality. And by providing a service of guiding patients to their vehicle, they never leave a patient standing at the curb.

Yvette Small spent 14 years volunteering at a blood bank in San Francisco and five full decades in the insurance industry. When that career came to its end, she couldn’t resist returning to volunteer work in Oroville, where she has been volunteering now for 10 years at Oroville Hospital. “I can’t get it out of my system,” she says. “I love helping people. It’s what I’m all about and I love it here.”

Also among the veterans, there is Shirley Quackenbush, whose 12 years of volunteering at Oroville Hospital have been, she says, a continuous joy.

“I love helping people. It’s what I’m all about and I love it here.”

“I love every minute of it,” Quackenbush says. “To see somebody come in sad and to leave smiling is a big goal of mine.” Clearly, these are people to trust. The volunteers provide peace of mind and comfort, especially for patients who may have no visitors or familial support.

“It’s frightening if you don’t have a family or anyone there that can say, ‘She really needs this or that.’” Quackenbush says. “One day I was walking down the hall and this man and his wife were walking toward me and he said, ‘See, that’s the lady that had the nice smile and made me feel good.’ So, I made a difference with this one person.”

And even the volunteer Christmas lunch that the staff serves to the volunteers doesn’t taste as good as that.

Pictured above are from left to right: Shirley Quackenbush, Marlene Glasser and Yvette Small
Paradise hosted a wonderful Educational Meeting on October 20th. The speakers were very informative, the venue was beautiful, the food fantastic. Thank you Feather River Auxiliary for making this a memorable day!

Mark your Calendar for the 2012 CAHHS Convention in San Francisco February 20-23
to medical services. She gave the following websites www.senate.ca.gov and www.assembly.ca.gov for contact. She suggested that we bookmark these sites for future contacts with our state government. Jan also provided information on the upcoming CAHHS Conference in San Francisco beginning February 20, 2012, and gave the website address of www.calhospital.org/volunteerconference for information on the conference. Anyone wishing to contact Jan can do so by emailing her at volunbzy@att.net.

In addition to Jan’s presentation, LaFreeda Thomas, Past Director of Chaplain Services for FRH spoke on “Sharing God’s Love through Compassionate Presence” and it was a powerful message. “The Volunteer Experience” was presented by Michael Cooley, Retail Services Manager for FRH. Michael is the manager for all retail services including the Gift Shop, Thrift Shop, Boutique, Health Food Store and other entities. “Recruiting and Retaining Volunteers” was presented by Rebecca Williams, Manager of Volunteer Services and CAHHS Region I Advisor to MSAC. Rebecca presented a two part program; #1 Recruiting Volunteers and #2 Retaining Volunteers. This was an in-depth program of valuable information. There were two break-out sessions during lunch conducted by Michael Cooley and Rebecca Williams. Michael tells me his Gift Shop breakout could have gone on for another couple of hours, so you can tell it was well received and enjoyed.

Also on the agenda was a Nominating Committee report by MSAC Advisor Pauline Reid (St. Elizabeth’s Hospital). Pauline presented the slate of new officers and the following officers were elected and later installed by Region 1 Advisor Rebecca Williams: Marci Koester (Feather River Hospital), President; Rebecca Whicker (Oroville Hospital), President Elect; Julie Cooke (Feather River), Treasurer. The board is delighted that Past President Betty Kaae (Fairchild Hospital) will be our Parliamentarian, and Pauline Reid (St. Elizabeth’s) will stay on as MSAC’s Advisor. You notice that we were missing a Secretary! Well, we must have been had blessings showered on us because Barbara Gates (Oroville Hospital) stepped up and volunteered to be our Secretary!!! Thank you Barbara!!!! Newsletter Editor Extraordinaire Karen McFarland (St. Elizabeth’s Hospital) will stay on to write our great newsletters and Diane Ake (Mercy Redding) will stay on as Legislative Chair. We are delighted that Will Glaspie (Oroville Hospital) will remain as the DVS for MSAC) Thank you to all of you great ladies and gentleman who have stepped up to keep MSAC strong!!

So here we are in the last months of our MSAC year!! We are already starting to plan for our Leadership Conference hosted by Fairchild Medical Center (Yreka) in March. Details will follow on this conference by the end of the year. We are hoping to have a speaker on the topic of “Conflict Resolution”, which was scheduled for our October conference but needed to be rescheduled.

I am working on the Budget, a revision of our Bylaws (with our Bylaws Committee), our 2012 Roster, Schedule of Meetings and Officer and Chair Assignment List. Some of these should be ready to go out to our President’s by January. Our board will continue to work to present our auxiliaries with vital health services information by way of outstanding Educational and Leadership Conferences, Newsletter and email correspondence.

Wishing all of you Happy Holidays……..Marci Koester