Volunteers: Our Greatest Natural Resource!

As the kick-off event for National Volunteer Week, more than 250 volunteers and their guests celebrated “Volunteers – Our Greatest Natural Resource” at the annual Volunteer Awards Lunch on Saturday, April 5 bayside at the Sheraton San Diego Hotel and Marina on Harbor Island. Green-colored attire was encouraged and worn by many and we also had a few other signs of nature including flower headbands, butterfly wings and three “live” trees who welcomed everyone upon their arrival.

Jason Broad, Sharp Grossmont’s new Vice President of Performance Excellence introduced himself and briefly explained why his role was created. He shared with the group he, too, is a volunteer at a thrift store in Hillcrest. 56 wonderful volunteers earned their 100 hour pins; 72 amazing volunteers received pins in the 500, 1,000 and 1,500 hour categories; 36 had hours from 2,000 through 4,500; and 25 awesome volunteers were recognized for hours ranging from 5,000 up to 14,500!

Kay Andalis, Junior Volunteer Coordinator, thanked the outgoing 2013 Junior Board of Directors and introduced the incoming 2014 Junior Board. Kay then announced the winners of the Grossmont Hospital Volunteer Auxiliary scholarships - you’ll read more about them later in this edition.

Thrift Korral volunteer Pinkee Lauridsen announced the winner of the third annual Pinkee Lauridsen Scholarship was junior volunteer Elizabeth M. She will be attending San Diego State University—you’ll read more about her in this issue.
### Auxiliary Calendar

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>May 17</td>
<td>New Adult/College Volunteer General Training; Auditorium, 9 a.m.</td>
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<tr>
<td>May 26</td>
<td>HOLIDAY – Memorial Day: Volunteer Office and Thrift Korral closed</td>
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<tr>
<td>June 6</td>
<td>Auxiliary Fundraiser: BINGO, Auditorium, 6 to 9 p.m.</td>
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<tr>
<td>June 19</td>
<td>Auxiliary Board Meeting; Thrift Korral backroom; 9 a.m.</td>
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<tr>
<td>July 2</td>
<td>Blood Drive; Auditorium, 11 a.m. to 4:15 p.m.</td>
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<tr>
<td>July 4</td>
<td>HOLIDAY – Fourth of July: Volunteer Office and Thrift Korral closed</td>
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<tr>
<td>July 17</td>
<td>Auxiliary Board Meeting; Thrift Korral backroom; 9 a.m.</td>
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<tr>
<td>August 6</td>
<td>Auxiliary Fundraiser: ACE Uniforms, Auditorium Patio; 7 a.m. to 6 p.m.</td>
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<tr>
<td>August 13</td>
<td>New Adult/College Volunteer Orientation; Auditorium; 5 p.m.</td>
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<tr>
<td>September 1</td>
<td>HOLIDAY – Labor Day: Volunteer Office and Thrift Korral closed</td>
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<tr>
<td>September 18</td>
<td>Auxiliary Board Meeting; Thrift Korral backroom; 9 a.m.</td>
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<tr>
<td>September 29</td>
<td>Blood Drive; Auditorium, 11 a.m. to 4:15 p.m.</td>
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<tr>
<td>October 16</td>
<td>Auxiliary Board Meeting; Thrift Korral backroom; 9 a.m.</td>
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<tr>
<td>October 29</td>
<td>Auxiliary Fundraiser: ACE Uniforms, Auditorium Patio; 7 a.m. to 6 p.m.</td>
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<tr>
<td>November 5</td>
<td>New Adult/College Volunteer Orientation; Auditorium; 5 p.m.</td>
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<tr>
<td>November 15</td>
<td>New Adult/College Volunteer General Training; Auditorium, 9 a.m.</td>
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<tr>
<td>November 20</td>
<td>Auxiliary Board Meeting; Thrift Korral backroom; 9 a.m.</td>
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<tr>
<td>December 3</td>
<td>Blood Drive; Auditorium, 11 a.m. to 4:15 p.m.</td>
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<tr>
<td>December 11</td>
<td>Holiday Breakfast; 9 a.m.; La Mesa Community Center</td>
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<tr>
<td>December 25</td>
<td>HOLIDAY – Christmas: Volunteer Office and Thrift Korral closed</td>
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### Hospital Recognized Holidays

Sharp HealthCare recognizes the following six holidays. On each of the below holidays, the Volunteer Office and Thrift Korral will be closed and volunteers are not required to come in for their assigned shifts.

1. Memorial Day: Monday, May 26, 2014
2. Fourth of July: Friday, July 4, 2014
3. Labor Day: Monday, September 1, 2014
4. Thanksgiving: Thursday, November 27, 2014
5. Christmas: Thursday, December 25, 2014
6. New Years: Thursday, January 1, 2015

If you have any questions please contact the Volunteer Office at (619) 740-4059.
The following cards have recently been sent on behalf of the Volunteer Auxiliary:

**Get Well:** Connie Abell, Ray Christopher, Jane Geerdes, Ellie Kingsbury, Debbi Richardson, Gary Rogers, Claudia Sanders, Jerrie Thomason, Debbie Terrell, Jeanece Varndell, and Dorma Westlotorn

**Sympathy:** Kay Drew, Dominic and Nellie LaRussa, Andy Patterson, and Claudia Sanders

**Thinking of You:** George and Nita Colegrove, Eileen Cowles, Barbara Elgie, Nancy Funk, Betty Hayes, Rose Jackson, Joan Lusteg, Lilly Munoz, Sandi Niesen/ MisFit Maude, Nadene Parsell, Gary Rogers, and Shelli Sandstrom

**Congratulations:** Jennell Asprey

**In Memoriam:** James Brockman, Claude Dooley, Barbara Holthusen, “Deohgeei” Patterson, “Lucy” Sanders, Jessie Stadheim, and Jessie Thomas

If you know of a volunteer who should receive a card or call, please notify the Volunteer Office at (619) 740-4059.

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**BINGO NIGHT!**

Hosted by the Grossmont Hospital Volunteer Auxiliary

On behalf of your Auxiliary Board at Sharp Grossmont Hospital, I want to take a moment to invite you all to be a part of Bingo Night in the Hospital’s Auditorium on **Friday, June 6 from 6 to 9pm**. Socialize with your friends and have an opportunity to win some spectacular prizes in each game. An **entrance fee of $20** includes 10 games, refreshments, and a raffle ticket to get you started. Additional bingo cards and raffle tickets are available for purchase. Be ready to have some fun at our Third Annual Bingo Night to raise money to fund auxiliary projects! Hope to see you there!

-Michelle Yale, Auxiliary President

**WHO:** Sharp Grossmont Hospital volunteers, staff, family, and friends

**WHEN:** Friday, June 6; Activities from 6 to 9pm

**WHERE:** Sharp Grossmont Hospital’s Main Auditorium

**RSVP:** Please reply by June 2 to the Volunteer Office at (619) 740-4059 or sgh.volunteers@sharp.com.

**All proceeds will benefit Grossmont Hospital Volunteer Auxiliary Projects**
A note from your President

Volunteer Week was kicked off once again with a wonderful Volunteer luncheon. Thank you Linda, Katrina, Kay, Laurie, Rada, Connie and the three trees for making it all fantastic and fun! Volunteers are a much appreciated natural resource! I loved having so many Volunteers in attendance. It is always a pleasure for me to be able to see so many people I rarely get to see. We also got an opportunity to meet Jason Broad, VP of Performance Excellence. I know we will continue to have terrific Sharp Grossmont Hospital Administrative support with him aboard. Welcome, Jason!

I would also like to welcome Karen D’Agostino. She is our new Secretary on the Auxiliary Executive Board. Karen was in the medical field for over 40 years spending most of her time in the OR (operating room) as a scrub tech. She and her husband have retired from business and now keep busy with an ever expanding family and volunteer activities. Karen currently volunteers at Sharp Grossmont Hospital in the emergency room and says, “I love every minute of it”! We are honored to have Karen on our Board.

Please consider attending one of our Board meetings; they are open to all members of the Grossmont Hospital Volunteer Auxiliary. Your RSVP in advance is appreciated by contacting Volunteer Services at (619) 740-4059 or sgh.volunteers@sharp.com so we can accommodate everyone. We meet on the third Thursday of every month (except August and December) at 9am in the back room of the Thrift Korral. Come and see what we do and then go shopping!

—Michelle Yale, President

Michelle Yale, President of the Grossmont Hospital Volunteer Auxiliary and Jason Broad, Vice President of Performance Excellence at Sharp Grossmont Hospital
MANAGER’S MESSAGE

Wow – what fun we had celebrating all of you at the Awards Lunch and during National Volunteer Week! We hope you enjoyed the goodies (including my twin sister’s homemade pumpkin roll and chocolate cake) and giveaways in the Volunteer Office. It truly is our favorite time of year!

Now begins the long and already hot summer! For those of you who will be traveling, safe travels and send us a postcard! For those of you “sticking around”, let us know if you wish to earn additional hours in your current service area or wish to try something else. We also receive special requests for summer activities from various departments and we’ll let you know about those.

To our graduating junior volunteers, good luck with everything and stay in touch. We’ll miss you!

Happy Summer!

—Linda Van Fulpen, Manager of Volunteer Services

SUPERVISOR’S MESSAGE

According to the Points of Light Organization, National Volunteer Week was first established by President Nixon in 1974, and this year’s week, April 6 to April 12, marked the 40th Anniversary of recognizing our country’s volunteers and celebrating people who do amazing things through service.

Our volunteers at Sharp Grossmont are not only “great natural resources” for our hospital and the Thrift Korral, but are also great role models in the community and truly demonstrate the value of giving back for the greater good. I am humbled to work with such wonderful people, and during this special anniversary year of Volunteer Week, I thank each of you for your service.

—Katrina Villard, Supervisor of Volunteer Services
“Say Treeeee”! That was probably one of several expressions yelled at this year’s National Volunteer Week luncheon. Many of you posed for a picture with the trio of trees, so it’s time to come to the gift shop for a frame for those pictures of your loved ones or favorite co-workers. We included in your program coupons for the Thrift Korral and Gift Shops. This is our time of year where we give you this discount for all the wonderful work you do for Sharp Grossmont Hospital. Take advantage of it while you can! We have great merchandise for you to check out. Try on our lightweight Grossmont, La Mesa jackets that will keep you looking sharp! Explore our shelves for new accessories like sunglasses, pouchee’s, and scarves. And don’t forget our jewelry, jewelry, jewelry!

For those of you, who haven’t been in to see our refreshed gift shop, have a look at what all the chatter is about. We have new laminate flooring, freshly painted walls, and a new bright open floor plan. We must give kudos to our Engineering department and our great volunteers for helping make this all happen. I hope you all had a great National Volunteer Week and thank you for all that you do! You are our greatest natural resource!

—Laurie Clemence, Gift Shop Coordinator

A little “tree humor”…

Q: Why did the leaf go to the doctor?
A: It was feeling green!

“One, two, TREE!” Our Trees, James Schmid, John Villard, and Eric Andalis pose with “Dylan” and “Jagger” Sherer
It is always a special honor to recognize our volunteers during National Volunteer Week. We are truly grateful for each and every one of them. Our volunteers are essential to the achievements of the Thrift Korral! We’d like to share with you some of the ways volunteers contribute to the successful daily operation of the Thrift Korral:

*Clothing, linens, shoes and purses are sorted, making sure that each item is clean and in only “gently used” condition before going out on the sales floor. Clothing is packaged for in-need patients at the hospital.

*A few of our men volunteers work behind the scenes and check that all electrical donations are in good working condition. They have created a tool section in the store that is popular with all our customers. They also check, price, and display furniture.

*Volunteers are dedicated to making sure we are recycling all that we can. Currently, we recycle paper, cardboard, newspaper, hangers, Styrofoam and batteries.

*Donations of housewares, collectibles, movies, music, and art are all cleaned and examined closely for condition before being priced and ready for display.

*In the book department, volunteers ensure that books are processed quickly and shelved appropriately. They are always eager to help a customer find a particular book or genre. Volunteers sort greeting cards and then display by categories to help customers find the cards they are looking for.

*Holiday merchandise is checked, priced, and stored to be brought out later when needed. Christmas items are donated and processed all year long – and volunteers make sure we have the very best for our Holiday Open House each November!

*Volunteers who assist with displays are dedicated – and talented – as they attractively present merchandise to the public. They are able to transform ordinary objects into wonderful visual displays.

*Cashiers and greeters welcome customers and let them know the store’s daily specials. They ring up sales, bag merchandise, and answer customer inquiries while providing friendly and exceptional customer service.

Thank you to all our volunteers! We thank you for the service you provide – for spending your valuable time with us – for the care and dedication you show for the store and your fellow volunteers. You have made the Thrift Korral a very special place!

Sincerely, Connie and Rada
The 8th annual Easter egg hunt for the children and grandchildren of the hospital employees and volunteers was hosted by our wonderful Junior Board on Saturday, April 12th! This year, we held our egg hunt on the lawn at Brier Patch. The children went on an egg hunt, met some of our pet therapy teams, Sharon, “Dylan” and “Jagger” Sherer and Betty and “Winston” Hudson, and enjoyed arts and crafts with stickers. This event is always a lot of fun to organize, and we appreciate everyone who attended. We especially want to recognize those who make this event happen including the financial support provided by the Grossmont Hospital Volunteer Auxiliary. Thank you!!!

—Kay Andalis, Junior Volunteer Coordinator


They did a phenomenal job promoting the Junior Volunteer program. Here is just a small sample of what they did; 2013 Stroke and Heart Walk, movie nights, Bingo night, Halloween costume contest, Saturday with Santa and ending their term with the Easter Egg hunt. These junior volunteers have been an amazing asset to the program and to Sharp Grossmont Hospital. I know they will go far with all their future endeavors.
CareGrams: Thank you to our volunteers!

Junior Volunteer, Veronica H., Pharmacy runner, was very caring to the patient and his family! Thank you! – Grandson of patient

Tiffany L. came to the Lab to drop off specimens. She is a very sweet, nice young lady, and I’m sure if a pleasure to have as a volunteer. I hope we see this amazing young lady around a lot more as her bright, cheerful smile and positive attitude brightened our day. – Employee

Abby R. is the BEST. She’s my go getter volunteer. If she’s not busy, she will ask me what she can do to help me. She answers my call lights and phone calls. She makes herself busy and with a smile. – Employee

[Diego] … returned my lost wallet to lab. Diego R. is to be commended on his integrity and honest commitment on his morals and The SHARP EXPERIENCE. AMEN. I owe him lunch. – Employee

I am impressed with the quality of care and assistance the volunteers offer your facility. I am a pastor and visit hospitals often and have never been greeted so kindly and accommodated with such professional care. Great Team!!! – Visitor

Congratulations to our 2014–2015 Junior Volunteer Board:
- Taryn P. — President
- Veronika C. — Vice President - Operations
- Anjelika C. — Vice President - Events
- Diana N. — Treasurer
- Amanda L. — Secretary

A BIG thank you to Joan Thompson, Thrift Korral and RN Volunteer, who has assisted with the Junior Volunteer TB Clinics in the Volunteer Office for the past 10 years! Past and present Junior Board Members celebrated Joan during her last TB clinic on Tuesday, May 13.

Pictured left to right: Katrina Villard, Chase Whittaker, Brandon B., Taryn P., Joan Thompson, Anjelika C., Veronika C., and Kay Andalis
2014 Junior Scholarship Recipients

Scholarship applicants must be seniors in high school, have contributed a minimum of 300 hours of service to the hospital, and have been accepted to an institution of higher learning for the fall 2014 term. Selection criteria include academic achievement, extracurricular involvement, and a commitment to community service. Applicants must submit letters of recommendation and an essay describing what they have learned from their volunteer experience.

2014 SCHOLARSHIP RECIPIENTS:

*Dahlia A.*— Dahlia attends Valhalla high school. She has been a junior volunteer since September 12, 2010 and has contributed over 654 hours to the program. Her goal is to major in Biology and hopefully become either a nurse practitioner, pediatrician or an OB/GYN doctor.

*Sara B.*— Sara attends Ramona high school, and she has volunteered over 363 hours as the Volunteer Services office volunteer. She will be attending the University of California, Berkeley.

*Leana F.*— Leana attends Valhalla High School, and she has volunteered over 733 hours as an aide on a patient care floor. She has served on the Junior Volunteer board as VP of Events and as VP of Operations. Leana is planning on attending a UC school and hopes to become a pediatrician.

*Fleure F.*— Fleure attends Valhalla High School, and she has contributed over 746 hours in the Women’s Center as an aide on the patient floor. Fleure has served as President and VP of Events for the Junior Volunteer board. She has also been recognized as a Junior Volunteer of the month. She will be attending San Diego State University and will major in biology with the hopes of becoming a pediatrician.

*Alexandrea H.*— Alexandrea attends Granite Hills High School, and she has volunteered over 368 hours on patient floors and at the Main Lobby Information desk. She plans on becoming an oncologist or a cardiologist.

*Alondra L.B.*— Alondra attends Helix Charter High School, and she has contributed over 407 hours in the program. She has been recognized as Junior Volunteer of the month and has participated in the Heart Walk. She plans on attending UCSD and becoming a family doctor.
Congrats to the 2014 Scholarship Winners!

*Jolene M.— Jolene attends Steele Canyon Charter high School, and she has volunteered over 333 hours as a pharmacy runner. She will be attending San Diego State University and will be majoring in Accounting.

*Elizabeth M. – Elizabeth is the recipient of the **2014 Pinkee Lauridsen Educational Scholarship**. Elizabeth is a student of Heritage Christian School and is concurrently taking classes at Grossmont College. She has contributed over 1,012 hours to both the hospital as a pharmacy runner and at the Thrift Korral. She has been recognized as a Junior Volunteer of the month during her time in the program. She will be attending San Diego State University in the fall and will be majoring in Mechanical Engineering followed by a Master’s in Bioengineering.

*Rose Marie O.– Rose Marie attends Our Lady of Peace Academy. She has volunteered over 400 hours at the Main Lobby Information Desk. Rosie has served on the Junior Volunteer Board as VP of Events. She plans on attending UC Riverside and plans on becoming an oncologist.
Greatness: Sharp Grossmont Volunteers

Congratulations to high school seniors Dahlia A., Leana F., Alondra L.-B., Sahar N., and Alexis V. These Junior volunteers were “selected by their school administrators for their academic excellence, outstanding citizenship and desire to improve our world in the healthcare field.” They were awarded scholarships from the Grossmont Healthcare District! We are so proud of them and excited for their future!

Dear Wednesday morning volunteers and staff,
Thank you for letting me work with you. I really enjoy the different tasks you have me do in the area. I love and appreciate the time you spend with me.
Love, Mirian T.

(Mirian is a high school student from Health Sciences High and Middle College (HSHMC) who volunteers twice a month in the Volunteer Office on Wednesday mornings as part of the HSHMC Brownie program)

Hi Andrea,
Thank you for sending Joyce Warren today for the blood pressure checks…she was WONDERFUL…what a nice person…easy going…and helpful…
We SO APPRECIATE this service…
Thanks again!!
Sincerely,
Elissa, Program Manager for the College Avenue Center

Dear Linda, Volunteer Services, and the Many Outstanding Volunteers,
Great to visit you in your area. Congrats on Volunteer Week. Many thanks for your service to the patients of East County.
-Mike Murphy, Chief Medical Officer at Sharp Grossmont Hospital

Congratulations to Carol Telle who was featured in a docent profile in Field Notes – the San Diego Natural History Museum’s monthly newsletter. She began volunteering for the museum in 1994.

Many thanks to Richard Hart, Audrey Ray, Rosalie Reilly, Doug Smith, and Dee Smolan for organizing and supporting the April 30 Blood Drive. It resulted in 40 pints for the San Diego Blood Bank!

Thank you to the volunteers who assisted during the Nursing Week events! Karen Conforte, Patti Flores, Dottie McCook, and Michelle Yale volunteered at the Nursing Support Awards breakfast in the early morning on May 5th. Jennell Asprey, Ellie Kingsbury, Nancy Nowka, Rosalie Reilly, Viviana Rodriguez, and Jeanie Rose volunteered at the Nursing Support Awards dinner in the evening on May 8th.
Happy National Volunteer Week! On Behalf of the Quality Department, we would like to extend to you our sincerest gratitude for all that you do to make Sharp Grossmont the very BEST! It is because of your time and dedication to ensure our patients are met with warmth and exceptional service that our patients’ experience reflects the true meaning of the Sharp Experience. Thank you for your commitment to our patients and to our organization.

Sincerely, The Quality Improvement and Patient Safety Department

The Blue Angels were awesome. — Outpatient comment

Everyone was so nice and professional, from the check in desk in the front up to the volunteer taking me to my car in the end. — Outpatient comment

Awesome on every level - professional, courteous, helpful from front desk, volunteers, nurses, to doctors. — Outpatient Comment

Volunteers and front desk concierge was helpful and courteous. — Outpatient Comment

And one we can all learn from—please remember if you are not sure, ask for assistance:
I had been initially misdirected by a volunteer & went else where on the Sharp Campus. The front registration staff apologized, were kind & caring and immediately put me at ease. I was very appreciative. — Outpatient Comment

On behalf of the entire LaRossa family, thank you for your prayers and cards on the passing of our son Dominic. And a special thanks to those of you who attended his memorial service. We appreciate all of your support and love.

Dominic and Nellie LaRossa

Thank you to all former and current junior volunteers for my Guardian Angel pin! It has been my pleasure to administer TB shots to new junior volunteers for many years and start them on their volunteer journey. While I will no longer give out TB shots, I will continue to volunteer at the Thrift Korral so I’m not going far!

With Gratitude, Joan Thompson
Thank you for all that you do!

Dear Sewing Volunteers,
Thank you so much for the breast cancer pillow I received at Sharp Grossmont Hospital after breast cancer surgery. I have enjoyed using it and it definitely made me feel more comfortable.
With Love, Cancer Center Patient

Sewing group members, Rita Kingsbury, Shelly McCarty, Heather Berry, Gayle Baker, Billie Jean Gahan, Maria Bernal, and Terry Aaron pose with the basket of goodies Donna Thompson and the Cancer Center gave them in honor of National Volunteer Week!

Hi Friends:
While clowning today at Sharp Grossmont Hospital, I went into the gift shop. Rayo immediately noted that the lowest shelf was full of soft toys. Whereupon he went up and down the rows, forepaws up on the toys, until he found the one that he wanted: this rabbit. He grabbed it, and then I had to pay for it. We all could not stop laughing.
As ever, Bill Pogue

(“Rayo” pictured on left with his new rabbit toy)

Volunteer Renee Harder and her mom make quilts to donate to those in need out of left over fabric from the sewing group.

Thank you to all of the volunteers who made over 100 paper cranes in honor of Doctor’s Day. The paper cranes were used as decoration in the Main Auditorium during the Doctor’s Day lunch in late March. (The “crane mobile” is pictured above.)
Behavior Standard of the Month: Attitude is Everything

We treat every customer as if he/she is the most important person in our workplace. Our behavior and attitude create a positive first impression that is lasting. We strive to exceed expectations.

Compassionate Care

The dictionary definition of attitude is: “a tendency or orientation, especially of the mind.” There are many different attitudes a person can adopt. You might see every challenge as a burdensome and unsolvable problem. Or, you might see challenges as situations to be worked on and solved. You might even see challenges as learning opportunities that increase your skills. It is important to understand that you can actually choose your attitude and decide how you are going to view every situation that comes up. You always have the opportunity to make the conscious decision to look for the most positive approach to take in any situation. Many people, however, think that the approach they take to situations is not under their control, and that it is an automatic reaction. It is true that you cannot control all of the situations that come up during your work [or volunteer] day. You also cannot control your internal emotional reactions to those situations. But, the fact is, you can control how you view a situation and how you approach it.

At Sharp HealthCare, every employee and volunteer can make the customer know that he or she is important. So, the question is, how is the attitude we adopt communicated to our patients, their family members, colleagues, physicians, and other volunteers? The only way for your customers to know what attitude you’ve adopted is through your behavior. That is all the customer can see, and the only information they have about your attitude. So, the most important thing that you can do to exemplify this behavior standard is to choose the most positive, caring behavior you can in all situations.

What gets in the way of always behaving in the most positive and caring way at work? Obstacles can range from fatigue to just sliding back into old habits and many others in between. Interestingly enough, we can even choose to have a positive attitude toward the obstacles that challenge our positive attitude!

New research suggests that one of the most important ways to maintain a positive, caring attitude toward others is to care for ourselves. In fact, it is impossible to sustain a positive, caring attitude toward others when we are not positive and caring with ourselves.

(Continued on Page 16)
Attitude is Everything (Continued)

So, how do we cultivate a positive and caring attitude toward ourselves and others? Notice what you say to yourself about yourself. Many of us use critical, negative self-talk that we would never use toward someone we care about. Make a choice to be more kind and caring toward yourself. We can also cultivate a more positive attitude toward ourselves by making sure we get adequate rest, relaxation, nutrition, recreation and whatever else we need to take care of ourselves. When we treat ourselves as we intend to treat others, and others as we intend to treat ourselves, we are much more likely to do a better job with both.

By Ed Harpin, Susan Knier, Kris Nelson at Sharp Rehabilitation
Robert McClure, Sharp Employee Assistance Program

The Five Must Haves

The five Must Haves – created as an easy reminder of the basics that make the greatest difference – ensure that we are providing the best experience to every patient and guest, every time. These are the non-negotiable elements required to demonstrate The Sharp Experience.

- Greet people with a smile and “Hello,” using their name when possible
- Take people where they are going, rather than pointing or giving directions
- Use key words at key times. “Is there anything else I can do for you? I have the time.”
- Foster an attitude of gratitude.
- Round with reason to better connect with staff, volunteers, patients, family and other customers

Reflections

- “Attitude is a little thing that makes a big difference.” ~ Winston Churchill
- “A cloudy day is no match for a sunny disposition.” ~ William Arthur Ward
- “Our attitude toward life determines life’s attitude towards us.” ~ Tom Blandi
- “Your attitude, not your aptitude, will determine your altitude.” ~ Zig Ziglar
Thrift Korral Resale Boutique Seeks Donations

Located less than two miles away from Sharp Grossmont Hospital, the Thrift Korral sells new and gently used merchandise, including clothing, housewares, books, collectibles and more. The Thrift Korral is a part of the Grossmont Hospital Volunteer Auxiliary which supports patient services and programs at Sharp Grossmont Hospital.

To donate gently used items to the Thrift Korral, deposit them in the "blue and white dog house" behind Building E at Brier Patch or drop them off at the Thrift Korral.

The Thrift Korral is located at 8693-A La Mesa Boulevard, and is open 9:30am to 4pm, Monday through Saturday.

If you have any questions about possible donations, please contact the Thrift Korral Manager, Connie Crain at (619) 828-0095.

NEW LOCATION for the “blue and white dog house”:
It is now located behind Building E, right off the parking lot at Brier Patch.

2014 Heart Walk Back at Balboa Park

Sharp HealthCare has been participating in the San Diego Heart Walk for 20 years. Last year employees, volunteers, affiliated physicians and their families participated in the San Diego Heart Walk, raising more than $207,000 in funds to fight America's #1 and #4 killer of men and women — heart disease and stroke.

Date: Saturday, Sept. 13, 2014
Location: Balboa Park; War Memorial Building, 3325 Zoo Blvd 92101

Please stay tuned for more information in the upcoming months about how to join our 2014 Sharp Grossmont Volunteer Team!
The Greatest Natural Resources of Sharp Grossmont Hospital

100 Hours

500 Hours

1,000 Hours

1,500 Hours

2,000 Hours

2,500 Hours
Resources and Tools for Family Caregivers
Find out about community and health resources and emotional issues about caring for a loved one.
Reservation required.
Date: Thursday, May 29; Time: 2 to 4 p.m.
Location: Sharp Grossmont Hospital Brier Patch, Classrooms 13 & 14, 9000 Wakarusa St., La Mesa

Do More and Hurt Less! Hand Screening
Have you noticed an increase in swelling, redness or deformity in your elbows, wrists or fingers or decreased grip strength? This free screening is sponsored by Sharp Grossmont’s Hand Clinic.
Appointment required.
Date: Thursday, June 12; Time: 10 a.m. to noon
Location: Grossmont Healthcare District’s Herrick Library, 9001 Wakarusa St., La Mesa
Cost: Free/ Club 65 members only

How Do I Do This? Caregiving At Home
Family caregivers can learn and practice the basics of caring for a loved one at home including transfers, personal care, proper body mechanics & more! Learn how to physically care for your loved one and yourself.
Reservation required.
Date: Saturday, June 14; Time: 9 a.m. to 1 p.m.
Location: Sharp Grossmont Hospital Brier Patch, Classrooms 13 & 14, 9000 Wakarusa St., La Mesa
Cost: $10

Chronic Pain Management
A physician specializing in pain management will discuss comprehensive and multi-disciplinary approaches to helping patients lessen their pain and improve quality of life. Learn about the causes of chronic pain and treatments including medications, injections, implantable devices and alternative therapies.
Registration required.
Date: Thursday, June 19; Time: 5 to 6 p.m.
Location: Grossmont Healthcare District Conference Center, 9001 Wakarusa St., La Mesa

To make your reservation, please call 1-800-82-SHARP (1-800-827-4277) or sign up at www.sharp.com.
Parking Permits for Volunteers

Green volunteer parking permits are available in the Volunteer Office for all volunteers.

- **All weekday morning and afternoon volunteers must display the green parking permits and park in the P-5 parking lot at Brier Patch**
- Volunteers who begin their shift in the dark or end their shift after dark may park in either P-2 top floor (parking structure 2 by main entrance), P-4 (Medical Terrace building parking structure) or P-5 at Brier Patch with a parking permit.
- Volunteers with handicap placards can continue to park in the P-2 parking structure.

NEW “April 1, 2014 to June 1, 2015” Parking permits are available in the Volunteer Office.

Free Community Health Screenings

SharpHealthCare is committed to improving the health of the San Diego community — starting with you.

SharpHealthCare is offering **free, 15 minute health screenings** that will give you personalized information about indicators that can help determine your risk of developing chronic health conditions.

These health screenings will measure your cholesterol, blood sugar, body mass index (BMI), blood pressure and tobacco use. You will also receive helpful information on personalized strategies to improve your overall health and well being. **Adults over the age of 18 are welcome to participate.**

**Free health screenings will be conducted at the following locations.**
(Advanced registration is not required):

<table>
<thead>
<tr>
<th>LOCATION:</th>
<th>DATE:</th>
<th>TIME:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Logan Heights Library, San Diego (567 South 28th St., San Diego, CA 92113)</td>
<td>Wednesday, May 21</td>
<td>4 to 7pm</td>
</tr>
</tbody>
</table>
Please welcome the following volunteers who have recently joined our program:

Sarah Alsheltan heard about our program from her cousin and fellow Sharp Grossmont volunteer, Hiba Zaku, and decided to join us as a guest ambassador in the Emergency Department. Sarah is going to school and is pursuing a future career in the medical field.

Kiani Ammons graduated from the California College of San Diego with her Associates Degree in Respiratory Therapy last summer. She currently works as a tutor and laboratory assistant for her alumni’s respiratory therapy program, and is hoping to get more experience in the hospital setting as a clerical aide in the Respiratory Therapy Department.

Namir Awakeem previously worked as a Goldsmith and as a math teacher assistant until he decided to make a career change to job in the medical field. Namir is currently studying nursing at Grossmont College, and he hopes to get some experience working with patients and staff while volunteering in our Surgical Intensive Care Unit.

Tom Behm was inspired to join our volunteer program as a guest ambassador in the Main lobby after his experience as a patient at our hospital. Tom has also volunteered at the San Diego Air and Space Museum as a docent since 2001.

Michaela Belmont heard about our program from her friend, Samantha Cunningham, and she decided to join us as an Emergency Department Ambassador. Michaela is a student at Grossmont College who is studying nursing, and she aspires to become an RN in the Emergency Room or in Pediatrics.

Vanessa Burd graduated with her Associates Degree in Respiratory Therapy, and she currently works for Alvarado Hospital as an admitting representative. She hopes to learn more about her chosen field as she volunteers as a clerical aide in the Respiratory Therapy Department.

Erin Cafagna is a pre-nursing major at Grossmont College and hopes to become a Pediatric Nurse Practitioner. She will learn a lot about her chosen profession while volunteering as an aide in the Women's Center lactation class.

Michael Colombo and his therapy dog, "Shiloh" have extensive volunteer experience with different organizations in San Diego and are a welcome addition to our pet therapy program. Shiloh is a beagle and she turned two in March!

Rachel Costantino recently retired last summer and her friends, Nancy Usrey and Janice Carlson, convinced her to join our volunteer team. Rachel will be visiting patients once a week as a library cart volunteer.
Yasmeen Esshaki recently graduated from the University of San Diego with a degree in Anthropology and plans to spend the next few months studying for the MCAT and applying to medical schools. In the meantime, she will be volunteering with us as an aide in the Medical Intensive Care Unit (MICU).

Patricia (Paddy) Gonzalez worked for Sharp HealthCare for many years, and now that she is retired, Paddy is returning to the Sharp family as a volunteer. She will have an opportunity to use her extensive experience in healthcare as a guest ambassador volunteer at the Main Lobby.

Brandon Hankla is a student at Grossmont College planning to pursue a career as a registered nurse. He hopes to learn more that career while volunteering in the Emergency Department.

Gary Hill worked as a security guard and now that he is retired, he is back to share some of his free time with us as an Emergency Department ambassador.

Betty Hudson was looking for a place to volunteer along with “Winston”, her three-year-old Australian Cattle dog, saw an article in the paper about Sharp Grossmont’s pet therapy program, and decided to join us! Betty currently works full time as the Controller for Gould Electric, Inc. in Poway.

Yen Luu is majoring in biology at San Diego State and hopes to eventually become a doctor or a nurse. She will gain more experience with patients and healthcare providers as an aide on the Surgical Intensive Care Unit (SICU).

Suzanne Martins aka “Nina” is one of our newest volunteer clowns. Suzanne also volunteered as a clown in hospitals and clinics for about three years when she lived in Brazil.

Asia McCullough is a first year college student at California State University San Marcos, and she aspires to become a registered nurse. As a step towards that goal, she will be assisting the staff in the Medical Intensive Care Unit (MICU).

Terry Mulroney heard about our program from his friend, Sam Porter and decided to join Sam at the Thrift Korral. Terry has experience with “home repair” tasks and these skills make him well qualified to help sort and fix donations received at the Thrift Korral.

Kathy Norys heard about our program from her friend, Nellie LaRussa, and signed on to join her as a baby blessings volunteer in the Spiritual Care Department. She has volunteered with the Meals on Wheels program and with a Kindergarten classroom at a public school.

Jaclyn Pena earned her bachelor’s degree in Business Management, but has now decided to make a career move into healthcare as a nurse. She hopes to learn more about healthcare and future career options while volunteering as an Emergency Department ambassador.

Sandra Porfirio is a student at Cuyamaca College who aspires to earn a master degree in social work and a bachelor’s degree in Spanish to ultimately become a social worker. Sandra will gain experience for her future career in as an
ambassador volunteer in the Emergency Department.

**Debbi Richardson** is friends with a Sharp Grossmont staff member and after she saw our program in action, she was inspired to join us as an errand and escort runner in the Women’s Center. Debbi’s hobbies include reading, keeping up with Hollywood gossip, music, and theatre.

**Melissa Robertson** works at St. Madeleine Sophie’s Center and she will be working alongside volunteer, John Hengesbaugh, as they arrange flowers in the Rehabilitation Department.

**Alain Scott** heard about our program from her neighbor, Dottie McCook, and through her own experiences with Sharp HealthCare. Alain will be the newest addition to our flower arranging team in the Rehabilitation department where she will work with other volunteers to bring arrange and deliver flowers to patients.

**Wasan Shammo** was referred to our Spiritual Care program by her friend, Lucy Mamou, and Wasan decided to sign on as a Eucharistic Minister. Wasan enjoys reading and writing in her spare time.

**Jerrie Thomason** worked at Sharp Grossmont Hospital as a nurse for twenty-three years in Labor and Delivery and Women’s Surgery. Jerrie has now returned to our hospital to assist with community outreach projects like blood pressure checks through the Senior Resource Center.

**James Traher** is currently working as an EMT, and he hopes to gain more experience in our Emergency Department as a volunteer ambassador, assisting visitors. He is also a sophomore in college, and he is working on earning his bachelor’s degree in Health Science.

**Ray Valle** became very familiar with our hospital when he was a patient here and he has now returned share his own hospital experiences and to speak to patients as a volunteer in the rehabilitation department. Ray has his PhD and is a retired Professor Emeritus in Social Work and Gerontology.

**Diana Youhanna** is a student at Grossmont College, hoping to complete her general education requirements before transferring to UCSD and continuing on to attend medical school. She has also been a volunteer with the El Cajon Library and El Cajon Valley High School.

Welcome to students who will be doing their required observation hours in various departments:
**Olga Gomez, Andrew Smith, Amanda Utley, Leigha Valenti and Kayli Wagner**

Congratulations to all the new Junior Volunteers coming in May 2014 for Orientation:
Happy Birthday to the below Junior Volunteers who celebrate their birthdays in May and June:

**MAY:**
- 01 Samantha F.
- 04 Sarah T.
- 05 Nagham A.
- 07 Sami M.
- 09 Seth S.
- 16 Dalal A.
- 17 Taylor M.
- 20 Sam V.
- 22 Tyara B.
- 25 Linh C.
- 28 Anthony G.
- 31 Brejette A.

**JUNE:**
- 02 Kristen S.
- 06 Leana F.
- 07 Joseph G.
- 09 Gwen C.
- 11 Jessica D.
- 12 Elizabeth M.
- 13 Zerina B.
- 15 Marco S.
- 16 Sophia G.
- 18 Kyra A.
- 19 Evan P.
- 20 Brianna M.
- 21 Judy A.
- 27 Brea F.
HAPPY BIRTHDAY TO THE FOLLOWING VOLUNTEERS, who will be celebrating during the months of May and June.

**Happy Birthday!**

## May Birthdays

<table>
<thead>
<tr>
<th>Date</th>
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<tr>
<td>01</td>
<td>Sara Kagy</td>
<td>15</td>
<td>Marwan Bota</td>
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<tr>
<td>02</td>
<td>Laura Murgia</td>
<td>17</td>
<td>Debbi Richardson</td>
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<td></td>
<td>Kathie Pelletier</td>
<td>18</td>
<td>Mohanad Sabah</td>
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<td>03</td>
<td>Janice Carlson</td>
<td>20</td>
<td>Joan Fricker</td>
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<td>05</td>
<td>Thavey Kasi</td>
<td>21</td>
<td>Emad Al Shaikh</td>
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<td>07</td>
<td>Gayle Baker</td>
<td>24</td>
<td>Billie Jean Gahan</td>
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<td>Barbara Elgie</td>
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<td></td>
<td>Suzanne Martins</td>
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<td>08</td>
<td>Dorothy Washington</td>
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<td>Samantha Cunningham</td>
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<td>09</td>
<td>Trudy Pearlman</td>
<td>26</td>
<td>Father Danny Valdepanas</td>
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<td>10</td>
<td>Irv Harris</td>
<td>28</td>
<td>Kimberly Angquico</td>
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<td>Susan Young</td>
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<td>14</td>
<td>Phyllis Bundschuh</td>
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*Wishing you the treasure of happy yesterdays and the gift of bright tomorrows!*

## June Birthdays

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<tr>
<td>01</td>
<td>Kimberly Faust</td>
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<td>Dan McDaniel</td>
<td>17</td>
<td>Dottie McCook</td>
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<td>Vicki Monette</td>
<td>08</td>
<td>Sarah Alshetan</td>
<td>18</td>
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<td>Paul Nichols</td>
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<td>Mary Kruger</td>
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<td>Shayne Moxley</td>
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<td>Namir Awakeem</td>
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<td>Jane Geerdes</td>
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<td>Brice Lockwood</td>
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<td>Sal Spano</td>
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<td>Vivian Nelson</td>
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<td>Linda Croft</td>
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<td>June Hudson</td>
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<td>Daniella Fairbank</td>
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<td>Pam Green</td>
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<td>Alain Scott</td>
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<td>Emma King</td>
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<td>Judy Nichols</td>
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</table>
Is your name here?
Roll up your sleeve!

T
HE FOLLOWING ADULT AND COLLEGE VOLUNTEERS
ARE DUE FOR THEIR annual TB screening and safety paperwork during the
months of May and June. Remember, a TB test only counts if you return within
48 to 72 hours to have it read!

TB tests are provided in the Employee Health office located in Building C
at Brier Patch. **Office hours are 7:30 a.m. to 3:45 p.m. Monday to Friday.**
The office closes for lunch everyday from 12 noon to 1 p.m. Tests are not given
on Thursdays, although they may be read that day. **You do not need an ap-
pointment.** For questions about office hours or testing procedures, please con-
tact Employee Health at 740-4090.

TB Tests and Safety Paperwork due in May

<table>
<thead>
<tr>
<th>Terry Aaron</th>
<th>Pat Heger</th>
<th>Rolf Milocco</th>
</tr>
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<tr>
<td>Jerry Bailey</td>
<td>Jeff Holter</td>
<td>Rosemary Mullen</td>
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<td>Bonnie Barrack</td>
<td>Mary Kruger</td>
<td>Sharon Noble</td>
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<td>Diane Chinn</td>
<td>Dalilah Langenhorst</td>
<td>Sara Pacheco</td>
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<td>Wynter Cremo</td>
<td>Pinkee Lauridsen</td>
<td>Nadene Parsell</td>
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<td>Alex Dean</td>
<td>Stella Lee</td>
<td>“Tala” Patterson</td>
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<td>Asal Fahem</td>
<td>Chelsea Lovelace</td>
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<td>Jeanne McKinley</td>
<td>Dianne Williams</td>
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<td>Lloyd Haney</td>
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<td>Norma Youngkrantz</td>
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<td>Betty Hayes</td>
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TB Tests and Safety Paperwork due in June

<table>
<thead>
<tr>
<th>Noora Albana</th>
<th>Jackie Dampier</th>
<th>Walter Martin</th>
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<td>Betty Armstrong</td>
<td>Eugenia Dellamary</td>
<td>Dianne Mazzepepi</td>
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<td>Lucille Aruca</td>
<td>Kathy Duggins</td>
<td>Kumi Morell</td>
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<td>Theresa Barrett</td>
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<td>Kathie Perkins</td>
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<td>Autumn Herwehe</td>
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<td>Audrey Ray</td>
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<td>Stan Wright</td>
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<tr>
<td>Karen D’Agostino</td>
<td>Loubna Mameza</td>
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Be sure to complete your safety paperwork, too!
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Save the Date: BINGO NIGHT!
Friday, June 6 in the SGH Main Auditorium
More information on page 3.