PRESIDENT'S MESSAGE
Ann Kilty, President

I hope you all had an enjoyable, relaxing summer and looking forward to an exciting, energetic fall. In May I wrote to you as your new CCCC President and now I am completing my first term. Thank you to the executive board – Donna, Barbara, Joan, Arita and Jan for the contributions and support you have provided. Even with a smaller board, we were a mighty team.

At our May meeting, hosted by O’Connor Hospital, we had an excellent presentation by Santa Clara Valley Medical Center’s Protective Services on “Violence in the Workplace” that ignited an energetic dialogue on how we protect ourselves and others in times of crisis. Your participation in our Silent Auction and Opportunity Drawing continued to help build our budget reserves so we can send two volunteers to the CAHHS conference.

At our October meeting, hosted by CHOMP, we will have a presentation on a countywide effort that is taking on the opioid epidemic. We will also be installing officers for the 2019 Executive Board. There are some appointed officer positions still to be filled. I hope, if asked, you will consider taking one of these offices.

We live in challenging times with respect to healthcare: affordable healthcare insurance, some of our hospitals losing money and facing new ownership, a shrinking volunteer workforce. In the face of these challenges, we need to remember that patients are our primary focus. Thank you for all you do for your hospitals. I look forward to working with you in 2019.

O’CONNOR HOSPITAL
Raelene Greenly, Leadership Chair

On August 31, Verity Health filed for Chapter 11. After assessing all possible options, this is the best strategic decision for our patients and employees. Verity has additional financing to O’Connor to continue to provide patient care, support and serve the community without disruption. The wellbeing of our patients will remain the top priority for employees and volunteers.

The Volunteers have decided not to have any fundraisers at this time. However, we are still committed to our community and will be hosting a Food Drive and Toys for Tots during the
holidays. The hospital is also planning the Holiday Hope Giving Campaign again this year and the Volunteers will be taking part in this also. Last May, O’Connor Hospital Oncology Department held an event called Beauty without Boundaries. O’Connor Hospital teamed up with Cancer Carepoint, a non-profit organization that provides counseling, education and resources for cancer patients, along with several local organizations to provide free wigs as well as make-up and hair lessons by licensed cosmetologists to help women who have gone through cancer treatments. The goal of this event is for women to get a moment away from the disease, a day of pampering and to mingle with other patients who are going through the same journey.

We also received our stackable wheelchairs in July that were purchased by the volunteers. This was our 2018 Project and we raised $5000 and purchased Medline New Connects Transport Chairs that are anti-theft protected and space saving designed. They nest together to save storage space in the hospital.

In July and August our Board members do not have meetings but we have been brainstorming some new projects such as partnering with the Master Gardeners here on site. The master gardeners meet in the SLRH garden every Monday at 8:30 and harvest over 100 lbs. of produce that is donated to St. Joseph’s Family Center which fights hunger and homelessness in our community.

We are also planning to have a community closet on site to help our patients in need. Another project we would love to start is a music therapy program within the hospital. We currently have one volunteer who comes in the evenings and plays his guitar and sings. Because so many people love this simple touch, we would like to expand. Looking for a baby grand piano to be donated to us for this project.

We will be soon training the Infant Car Seat Installation Team. Amber Dutra, our Volunteer Coordinator, is needing two more volunteers to be on the team. You must be over the age of 18 and able to participate in a 2 day training to become a National Certified Technician. The goal is to instruct parents, grandparents, and care givers on how to properly install car seats. Once a month we will offer this program to interested individuals in our community.

October 13th St. Louise Regional Hospital will be sponsoring the 3rd Annual Community BBQ in appreciation of our First Responders. A good time is had with food, drinks, games, and meeting our community firefighters, policemen, paramedics, helicopter pilots, nurses, doctors and
participants enjoy inspecting all responders vehicles and even the police horses are available to meet and pet.

Looking forward to working on supporting the Salvation Army Adopt-a-Family Program again this holiday season. Almost all the departments in our hospital each adopted one family last year and provided food, clothing and toys for the less fortunate in our community at Christmas time.

Our Volunteer Coordinator, Amber Dutra, has recruited many student volunteers and the Smile Cart is staffed by these students and has improved communication with patients. The items from the cart are delivered with lots of love and a smile by our caring volunteers.

On August 31st Verity Healthcare System of California announced that it has voluntarily filed for protection under Chapter 11 of the United States Bankruptcy Code. This was not an easy decision, or one made lightly, but this action allows for protection of our important historic hospitals and our dedicated employees.
1. This does NOT mean close-of-business.
2. Chapter 11 protection is a proven strategy.
3. This reorganization is designed to improve the financial and operational obstacles facing the System, to facilitate an orderly and efficient sale process.

SLRH Volunteers will continue to focus on serving our patients and their families. We as volunteers will stay positive and put our patients first. As we move forward I am so proud of our volunteers and their commitment to St. Louise Regional Hospital. Through volunteer efforts the healthcare in our neighborhood is being strengthened. Together, we can create a healthier community, and together, we can expect a bright and vibrant future.

Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in.

Have a great year and thank you for volunteering!!!

Clinic volunteers, but face-to-face recruitment still seems to be our best opportunity.

MEE MEMORIAL HOSPITAL
Donna Oliveira, President

This past summer has been a relatively quiet one for the volunteers here at Mee Memorial Hospital. We are very fortunate to have some devoted volunteers that filled extra shifts so that we could keep our gift shop open every day. Volunteers, at least for us, are a precious commodity and invaluable asset to the hospital and the gift shop in particular. With several new volunteers now available, the programs we sponsor are easier to conduct.

In July our CEO, Susan Childers, announced her impending retirement, effective in March, 2019. Shortly thereafter, the news of a new CEO was announced. We are very pleased to welcome Michael Hutchison as our interim leader. Mr. Hutchison, at one time with SVM Health Systems, attended our most recent executive board meeting, at which he presented us with some new ideas regarding garnering more funds for the Service League. More importantly, he expressed a real interest in our activities and our ideas. We look forward to having him as our leader at MMH. As an aside, I had the opportunity to participate with Mr. Hutchison at Legislature Day a number of years ago, when I was on the state committee of hospital volunteers. We worked on the same visitation team that day. Just as he appeared those many years ago, he seems to be a very enthusiastic individual who will be a terrific ally for us.

The Service League held a Masquerade sale, a Carewear Shoe Sale, and a Carewear Scrubs sale during the summer. Our employees really
look forward to the sale and find the convenience helpful. The volunteers enjoy working at the events. We have come a long way in the development of an effective recordkeeping process for Employee Payroll Deductions so that completing the process after the fact is easy and painless. Such a difference from years ago that is. New ideas from new members with great talent and skills are always valued and appreciated. Now we are planning our fall and holiday activities, with the calendar already established for the remainder of the year. Committees and dates are in place. We also plan to conduct our General Meeting in October, at which we will elect our board of directors for 2019. We dangle the prospect of receiving the annual flu shot as an enticement to encourage attendance. Amazingly, the lure actually works

All in all, our little group continues to amaze me with their dedication, determination, and grit. Given that they stepped up to the plate, as it were, when I was gone for almost six weeks this summer, one must be impressed with what an exceptionally fine group of women and men volunteer at Mee Memorial Hospital.

Although we always try to reduce the activity and the meetings in the summer, this summer was particularly busy. August 1st was the long-anticipated launch of our new Electronic Health Record system, EPIC. As of this date, we have trained nearly 200 of our 450 volunteers on use of the system – and it is utilized for only 4 of our 20 services! As volunteers, our part is quite simple, as we are considered “view only” participants and we really can’t mess up anything. But still, it has been difficult for our Auxiliary members to give up the security of having paper copies of the daily census.

Also this summer, our Past Presidents hosted the annual picnic in Carmel Valley for all of our active volunteers. Good food, good friends and warm weather always guarantee a good turnout, and this year was no exception. A big event in our summer is the Pebble Beach Concours d’Elegance Charity Drawing, which is the culmination of the annual ‘car week’ festivities here on the Monterey Peninsula. This year we were thrilled to sell just over 700 tickets, which came very close to matching our best sales year ever. In September, we celebrated the one year anniversary of the Montage Health Mobile Clinic. Starting a year ago, the goal has been to provide absolutely free basic health care to the homeless and underinsured in our community. We started with one weekly clinic in a local Walgreen’s parking lot and have since added a weekly stop at Gathering for Women which provides food service, showers, counseling and other supportive resources for homeless women. This month we will add one more weekly stop at Monterey Peninsula College. Our volunteers are very proud to be able to join the medical providers and staff with this rewarding effort.

In late September we will hold our annual Business Meeting at Embassy Suites in Seaside. In addition to election of members of our incoming Executive Committee, we will be pleased to honor volunteers who have reached milestones in hours and/or years with the Auxiliary. And finally, we will celebrate with some unusual, par-
particularly artistic, entertainment! (Yes, I am being deliberately mysterious because it is a surprise for our membership.)

Our next big activity will be our semi-annual scholarship awards process, beginning this month. We hope that a small change in the requirements will result in fewer applications this fall. Last spring we had nearly twice the usual number of qualified applicants and we were required to reduce the amount of each award in order to honor as many requests as possible.

WATSONVILLE COMMUNITY HOSPITAL
Rozanne Ford, President

The Service League had a news article put in the Santa Cruz Sentinel which had two pictures in it. One was of Hazel Roberts taking the order of two of our customers in the Coffee Shop, and the other one was a reporter interviewing Betty Sutherland at the Visitor’s Desk in the lobby of WCH. This article has generated a lot of calls from the public interested in volunteering; hopefully we get several volunteers because our number of volunteers is very low right now.

Vocational Education is currently doing their Internship Program at WCH. They’re lots of nice kids.

The Service League is getting ready to vote for next year’s officers.

SALINAS VALLEY MEMORIAL
Anne Pauly, President

In June: Volunteers went around to the hospital patients to determine who needed an absentee ballot to be able to vote in the general election. Most patients had voted by mail but we did have five that needed our assistance. We, as the Service League, provided $3,200 to each of the seven qualified staff for the scholarships. At our S.L. Board meeting, we discussed our by-laws, position descriptions, and when each S.L. Board member is voted in, when do their voting powers go into effect, etc.

Twenty-five high school students participated in the Summer Health Institute for our 5-week program. Also, we had twenty-three elementary school students participated in our Medical Adventure Camp for 2 weeks. Mended Hearts hold monthly meetings with a variety of speakers and support for heart patients; in addition to their patient visits. Enough volunteers to cover each day and a few speak Spanish, as well.

As Volunteers, we continue to assist the Health Promotion Department with many different events such as; Flu Clinics, Walk with the Doc, Health Fairs, Ask the Experts, and other community outreach activities.

In July and August no S.L. Board meetings were held. Explorers started up again, with a “back to school” social. Followed by educational meeting, then helped at the Brookdale Assisted Living and Memory Care celebrate Grandparent’s Day with serving Banana Splits to the residents.

In September: we sponsored a Leather Sale. Proceeds from this and other areas help us provide the scholarships and support for the hospital projects. A graduation was held for the Project Search interns that had spent 5 days a week for 9 months learning some basic work skills in several different areas of the hospital. The interns as well as their parents, were so proud and excited. They had made so many friends throughout it was hard for them to leave. We start with a new group later this month. We had our S.L. Board meeting and discussed many changes taking place. Two of our S.L. Board members will be stepping down after many years serving on the Board. Two of our long-time staff in the Lifeline office, which is a part of the Volunteers office, will both be retiring the end of the year. Even though there will be a transition period, change can be challenging. The By-laws were finalized and will be forwarded to the lawyer. We will be having our
volunteer fall luncheon in late October so final details were discussed. We will be sponsoring another $5 Sale in November.

**Editor’s Note**

*a little silliness*

Minor surgery is an operation performed on somebody else.
– *Anonymous* –

According to hospital insurance codes, there are 9 different ways you can be injured by turtles.
– *Wall Street Journal*

According to hospital insurance codes, there are 3 different ways you can be injured by a lamppost.
– *Wall Street Journal*

The best doctor in the world is the veterinarian. He can't ask his patients what is the matter – he's got to just know.
– *Will Rogers* –

You don’t always need a plan. Sometimes you just need to breath, trust, let go and see what happens.

*Courtesy of: WCH Human Resources*

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**VOLUNTEERS**

The Heart of Health Care