Mt. Shasta Area Council Mission Statement

The mission of the Mt. Shasta Area Council (MSAC) is to encourage our Hospital Auxiliaries and volunteer groups to strengthen volunteer understanding of hospitals and healthcare within our Council and the California Association of Hospitals and Health Systems (CAHHS), while cooperating together in the exchange of ideas. Through education, MSAC will be informed and proactive in legislative matters while promoting enthusiasm in creating new leadership among its volunteers.

President’s Report............

MSAC Conference: March 10, 2017

Ronnie thanked Adventist Health, Feather River Hospital and the MSAC Board for all their work in arranging the March 10th, MSAC Conference

There is a green suggestion box available at the meetings for ideas, educational topics, or speakers that you would like for the conference. Please let us hear your thoughts and ideas.

Mark your calendars for the next MSAC Conference
October 13, 2017
Co-Hosting:
Oroville Hospital & Orchard Hospital

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President’s
Conference Reports
Adventist Health, Feather River

Feather River Hospital is undergoing some changes, our new name will be Adventist Health, Feather River. Maybe you have seen our ads on TV. We look forward to many new exciting changes.

We have 343 volunteers who provided 66,180 hours last year. We had 94 meals on wheels volunteer drivers who delivered 22,399 meals driving 57,640 miles in the 2016 year.

Our Thrift Store and Boutique continue to have outstanding sales and the proceeds help support our Hospice House. Our Hospice House took in a couple of evacuees from Oroville during the problems with the dam. Our Thrift Store contributed $186,842 to the Hospice House.

We continue to look forward to the remodeling in our front lobby and gift shop.

We will have our annual golf tournament in April, and our Dine-Out program in May. Both are well supported by our community.

Each year in April, we have our annual recognition luncheon, here the Volunteers receive their year pins. It is very impressive to see how many receive 25 & 30 year pins.

The Gift Shop continues to have Midnight Madness sales and spot sales. We have found these sales to be very beneficial

Betty Robert, President,
Adventist Health, Feather River
Paradise, CA

Enloe Medical Center

I am glad to report that there are 417 volunteers at Enloe, performing in approximately 24 different programs.

In October, there was a Volunteer Appreciation Luncheon where we pledged $500,000 to be paid over a five-year period for the new Cardiovascular Care Center that is under development. A symbolic check was presented to Mike Wiltermood, the CEO of Enloe Medical Center, Dr. Peter and Kathryn Magnusson, and Anastacia Snyder, Campaign Committee Co-Chairs of the Cardiovascular Care Center. Due to continued success in the gift shop, the volunteers have been able to give $200,000 toward the $500,000 pledge. At the luncheon to further launch the campaign, the Enloe Cardiac Care red shirts, which are available in the Gift Shop, and the Enloe Medical Center Volunteers piggy banks were introduced.

In October and November, there were three pop-up shops at off sites, Enloe E. Lassen Campus, Enloe Rehab Center and Enloe Fountain Plaza. Items from the gift shop were taken to these sites. It seemed very successful, staff asked that there be more of these pop-ups, and the gift shop made approximately $6,000.

November was a very busy month; there was the Holiday Preview in the gift shop, where there were cookies and cider for visitors. Then the Holiday Decoration for the hospital and the conference center and of course the Tree Lighting Ceremony.

In January, there was the holiday decoration clean up, and a Volunteer Appreciation Luncheon. At the luncheon, there was a new presentation called the Program Spotlight, which was designed, to bring awareness and visibility to different programs that are offered at Enloe. A volunteer is selected to give a short presentation about the program they are involved in. It has given volunteers an insight to the other programs available, and in some instances, it has been very successful.

Also in January, the 1st baby in Butte County for 2017 was born at Enloe Medical Center. The parents were presented with a basket filled with wonderful items for their newborn.

7 volunteers and 2 staff of Enloe Medical Center attended the 2017 CAHHS Conference, which was titled Navigation Volunteer Leadership through the Future of Healthcare. As always, we came away from the conference with wonderful insight and ideas.

Pam deMello, Volunteer President
Enloe Medical Center
Chico, CA

Fairchild Medical Center

Greetings from Fairchild Medical Center, in Yreka, CA...all the way up at the top of the Golden State!!

We are only three months into the new year and we have already experienced much change. Good changes and challenging changes. We are moving towards the new group concept of Committee Leadership comprised of committee chairs and committee members replacing the age old formal board and with this comes many changes, questions and challenges!

Our Auxiliary Family was hit hard in March due to the illnesses and subsequent passing of two ladies who have been very active auxiliary members for a very long time. We lost Laurine Love and Marcia Churchill within a week of one another. March has been a sad month for our Auxiliary, for the entire hospital and for our small close knit town. Rest In Peace Dear Laurine and Dear Marcia...THANK YOU for your passion for the Auxiliary, your tireless efforts, your talents, your energy, and for your good deeds and your servant’s heart...Job Well Done!

Spring is definitely here..."Halleluiah"...and isn’t it wonderful to see our beautiful "Mt. Shasta" totally white with snow and what a glorious sight she is!
Easter will be here soon and we are looking forward to enjoying the Appreciation Luncheon our hospital hosts every April for our volunteers. We will be announcing the high school winners of our three $1,000 scholarship awards! Such a fun part of the program!

Deanne Terry, Robin Watson, Monique Ybarra and Debby Whipple recently represented Fairchild Medical Center Auxiliary at the 2017 CAHHS conference in warm San Diego! What a great conference in a beautiful setting!

We just purchased over $30,000 worth of equipment off of our hospital’s “Wish List” which makes you realize why we have fundraisers throughout the year! Our Christmas gift basket raffle made over $12,000 last December and we continue to have several “CareWear” sales and ”Collective Goods” sales throughout the year. We are always open to new fundraising ideas and plan to hold a fun "Taste of the Siskiyou's" event in the Fall...maybe we'll call it "Taste of Jefferson" 😊 with beer, wine and cheese tasting thrown in for color! Bake Sales have never been a big money maker for us but I would love to try a Cookie Extravaganza in December to see how we do...got the idea from St. Elizabeth's in Red Bluff!

As far as Patient Services goes, we now have a "Pet Therapy Program" at Fairchild Medical Center on Fridays! Moon is our most popular tail wagging volunteer and we would like to expand the program with a few more "best friends"!

We will soon be launching our "Books for Babies" program in OB and are so excited to send newborns home with a tote bag full of baby’s first books! We are very pleased to provide this most important opportunity to help Moms and Dads find one more way to bond with their precious wee one!

Last but certainly not least all of our volunteers are looking forward to celebrating California’s "Blue/
first time attendees, we were only disappointed in the fact that we didn’t have our entire Leadership Team with us. The information, contacts and experience was one that we will strive to share with those we work with on a daily basis. I encourage your own organizations to make this leadership experience available to as many of your volunteers, as possible. It is an invaluable way to express the importance of what we do as volunteers and make our commitment to our individual healthcare organizations as meaningful as possible.

Donna Leistinger, Guild President
Mercy Medical Center – Redding
MMCR*Dignity Health
Redding, CA

Orchard Hospital
This past year was the 50th Anniversary of our Auxiliary, so our group worked extra hard. We've had some exciting things happening and it’s been a lot of fun to be a part of it. Here are a few highlights of our last 6 months.

In late October, we had our first Breast Cancer “Send a Wish” day, where people who have been affected by breast cancer: be it a family member, friend, or themselves, got together, had snacks, some hot cocoa and wrote personal messages that they then sent to loved ones via balloons. The people who attended were very grateful for the day. There were lots of hugging and tears.

November, we had our fall luncheon. This is a time where we all get together and touch base. We eat, update our members on new opportunities or procedures, do a little visiting and give the Director a donation for something that is lacking in the hospital. This year we were pleased to be able to completely refurbish a community meeting room that is used for board meetings, hospital education classes and is also available for the public to use free of charge as a community service.

December, it was time for our Christmas Craft & Bake Sale. We were a little concerned because we had to move to a much smaller location, but it went very well, with lots of hospital employees dropping by to get Christmas gifts or goodies. December is also the month that we put together Christmas Goodie Bags for our patients in Hovlid, which is a senior care facility that is a part of the hospital.

In January, the Auxiliary created a “Teddy Bear Project” in conjunction with a local church. We donate toys, books & Teddies and whenever a child is in the hospital waiting room for any length of time, going for shots or an ER visit, we offer that child a toy or coloring book as a distraction. It has gone over extremely well, as it makes the wait much more enjoyable for the kids.

February was a little crazy for us with the evacuation orders that came so unexpectedly. Many of our members were very frightened and so they left town for an extended length of time, but everyone is back and things are back to normal and running well now.

During the rest of the year we are looking forward to several new projects and community outreach opportunities:
- Spring luncheon
- April Craft/Bake Sale
- Ice Cream Social in May
- Hosting several dinners at our local Farmer’s Market
- Assisting at a Foundation Fundraiser - Skeet Shoot in June.
- Sounds exciting

Stephanie Cunha, President
Orchard Hospital
Gridley, CA

Oroville Hospital
Oroville Hospital Auxiliary is looking forward to our Hospital’s remodeling and the additions of 3 extra floors. Ground breaking will be taking place shortly and building will begin. Our volunteers are looking forward to finding our place as volunteers with the new structure of our hospital.

Our hospital has started their educational dinners for the community. Anyone can attend and it is free. This month they had two cardiologists’ focusing on heart care, very informative. And we encourage our volunteers to attend not only for the information but to meet the Doctors and know who they are when they see them.

Our Patient Ambassador Program is going full force and we are increasing the number of volunteers interested in joining the program. Of course, we want more and we are working on a recruitment plan.

We have had some interest in new volunteers along with our adults. We have been trying to fit our juniors in but with school schedules it has become very difficult to find a happy medium.

The Gift Shop is doing fantastic and our gift shop manager, Francine Cuellar, keeps rotating items and changing stock constantly. Of course, having our payroll deductions have increased our sales. Our gift shop manager and I will be attending the ASD Show in Las Vegas this month, hoping to find unusual and useful items to keep everyone interested.

We had 2 representatives, Denise Curry, our Vice-President, and Beverly Swan, our Ambassador Chair, who attended the CAHHS Conference and brought back many ideas and the enthusiasm that we all need as volunteers.

We are looking forward to co-hosting our MSAC Conference in October along with Orchard Hospital.

Jenny Lane, President
Oroville Hospital Auxiliary
Oroville, CA

St. Elizabeth Community Hospital

Highlights of the last 6 months:
- Handmade blankets and pillows for
infusion.

- Opened our $2000 scholarship to Shasta, Butte, Simpson and Chico State.
- Coffee Cart is established and shifts have started.
- Beginning the Summer Volunteer Program for Corning High School Students in a career in healthcare.
- Three new pet therapy teams.
- Getting ready for the annual volunteer appreciation luncheon.
- 6,500 hours donated this fiscal year (7/16—current)
- Partnering with Shasta College to fill positions throughout the volunteer departments.

Phillip Moller, Staff
St. Elizabeth Community Hospital
Red Bluff, CA

Shasta Regional Medical Center /Redding

Never underestimate the power we have to change lives and make a difference.

We move forward into our fourth year, with great success, continuing to use a “group concept” as our mode of operations. All our department chair members wanted to continue serving on the AMG Board for 2017. Yeah!!!

As reported on October 14, 2016, we have a new fundraising committee with co-chairmen. Jean Rogers and Terri Mix are attending their first MSAC Meeting in March, still being excited about the CAHHS Convention in San Diego. They had soooo much to share upon their return...like a firestorm with extra oxygen. Wonderful!!! AMG was thrilled to be engulfed in their excitement. We would like to thank all those unknown and known folks who make CAHHS happen each year. Prior to convention the Fundraising Committee had two successful “Cookie Extravaganza” events raising over $1,100 dollars for scholarships. We also brought extra joy into the lobby by wrapping Christmas packages (for a nominal fee) for the employees who are so short of time and energy.

Speaking of scholarships in 2017, AMG will be giving our “Carry the Light” scholarships, as usual, for hospital employees as well as instigating scholarships for graduating Junior Auxiliary Volunteers.

The volunteers at the front desk are supporting patient satisfaction for the hospital by participating in a “Patient Discharge Room”. These patients no longer have a room and are waiting for someone to come and pick them up after being discharged. We offer them security, conversation, and warm blankets. They are not alone or forgotten.

A new transport shuttle was purchased by the SRMC Foundation. We are excited and eagerly await its arrival.

Since our last meeting, we have increased our membership by 12 volunteers while retiring 4 members.

In closing, I would like to share with you the fun and laughter one of those new members has brought. He is a guy named Jerry. As we interviewed, he said he wanted to read to the patients. We didn't have a position like that at the hospital so we gave birth to a position for him. He learns new games, reads to patients, and visits those who are lonely and frightened. He works in the afternoon and reports to the Charge Nurse on each floor. He is also that man who calls our members about special events. Such a blessing. The impact he has on the hospital and the

Just Do It!!!
Trinity Hospital

Our current membership is 8 of which 3 are hospital employees; however, we have made the commitment to remain active for the 2017 year. Our officers have agreed to remain in place for the third consecutive year. We may have to consider dissolving at the end of 2017, if we are unable to recruit new members.

We have lost some very active members this year due to health and family matters. We were saddened by the passing of Sue Melton, a longtime volunteer. She and her husband Ken ran the bingo game at the skilled nursing facility for several years.

Our good news is that the Skilled Nursing Facility is re-opened, however, with a limited number of patients. The new hospital clinic has been approved, and should start construction sometime this summer.

For 2016 our fundraising was very successful and we were able to purchase several items for the hospital including a new badge making machine, housekeeping carts, training videos, and upgrading the lab with a new patient chair that is adjustable for the elderly and handicapped, along with new counter tops and paint.

We are still hoping to find a new Gift Shop Manager, since Janet Taylor has retired. We have had to limit our hours to three days a week, but continue to have good support for our ladies that work in the gift shop, and our fund raising has been successful.

Karen Stevenson, President
Trinity Hospital
Weaverville, CA

CAHHS Report

Robin Watson, our COV representative, gave a brief summary of the CAHHS Conference. She began by saying that if cost is a factor in allowing you to attend a CAHHS Conference, please contact Joan Cardellino for assistance. Scholarships are available and perhaps she can help you attend this informative event.

C. Duane Dauner, CHA, gave an amazing bi-partisan presentation on the future of healthcare given the new administration. We heard how the new changes can affect our volunteering and what it might bring.

For the DVS’s, there is always a module on Principles of Resource Managers. Mary McCormick who is amazing and funny, spoke on the hard things such as inviting your volunteers to leave.

The focus was on Population Health, bringing health services into the community outside the 4 walls of the hospital. Fairchild was showcased for the second time on their Van Transportation Program bringing people to their appointments. They were very proud of the acknowledgement and what they have accomplished.

Donate Life CA focuses on organ donation. April is National Donate Life Month, a time set aside to inspire people to register as organ, eye and tissue donors. April 21st is highlighted as Blue/Green Day where you dress up in blue or green, decorate your offices in those colors and make aware the need for organ donation. You can go online, the DMV and other sources to sign up. JUST DO IT!!!

Robin Watson
CAHHS, COV Member

Speakers

Betty Roberts, introduced Officer Troy Somavia, CHP, Red Bluff Office, who gave an informative and entertaining talk on “Age Well, Drive Well”.

Troy passed out manuals that are used for the Older Driver Program. This program is designed to help Senior Drivers tune up their driving skills, refresh their knowledge of the rules of the road, learn about normal age-related physical changes and how to adjust to these changes. The purpose of this program is to keep you driving safely for as long as possible.

Troy discussed myths about senior drivers, physical challenges that might face us, rules of the road and the question that so many face as to when it is time to stop driving.

He delighted the audience when he said that we could sign up and receive a certificate showing our completion of the program, possibly allowing us a discount in our automobile insurance.

Our second speaker, Denise Smith, Paradise Hospice Community Liaison. Denise gave a wonderful report on Hospice and how many people have been affected by it. She is part of the Paradise Hospice which is a department of the Feather River Hospital. They will go to any place that the patient calls home: house, hospital, convalescent home, recreational vehicle, and they even helped a homeless patient that lived under a bridge. They help patients wherever they are in their health journey in life.

One of the requirements is that a doctor must sign a document that says that the patient will die in 6 months. This is not a promise to die or a reason to give up hope, Hospice doesn’t prolong life or hasten death.
Many patients do well, feel better and gain strength. Some even graduate and when needed hospice will be there, once again, to provide the comfort and nursing necessary. It is important that the families let the doctor know what their wishes are in receiving this care.

Medicare/Medical reimburse 100%, no need for a secondary insurance plan. Private Insurance and VA will need authorization but usually there is no problem with this.

Paradise Hospice House is one of 15 hospice homes in California. They have 6 beds and provide nursing care, home health, social work and a non-denominational chaplain, all required by Medicare. Although Medicare/Medical cover the medical needs, there is a charge for the room at Paradise Hospice House which is not covered.

Paradise has 2 thrift stores that help support Hospice House. Please come and check out these wonderful thrift stores which are right next to each other, Paradise Hospice Thrift Shop and Uniquely Yours in Paradise.

For the families that have lost a loved one, they have a Brunch Bunch where people gather once a month for friendship and companionship. This is an uplifting group and much laughter can be heard amongst the group.

The In Home Primary & Palliative Care Program is designed to serve the patient that cannot get out to keep their medical appointments. This is a wonderful program that allows patients to keep up their medical requirements with the assistance of this Palliative Care Program.

Denise thanked the volunteers and acknowledged how valuable they were to the hospital and hospice.

Volunteer Leadership Conference, which is hosted annually by the California Hospital Association.

According to the CHA website, the conference is designed to educate hospital professionals and volunteers on ways they can expand hospital services through the use of volunteer programs in an effort to improve patient experience and population health and reduce the per-capita cost of healthcare.

To that end, the three from Yreka will be sharing details on FMC's transportation system program, which provides free transportation to and from appointments at the hospital's clinic.

Watson, who is the auxiliary's special projects coordinator and a member of the California Association of Hospitals and Health Systems Committee of Volunteer Services, said that the presentation is important because "it shows what a small and rural hospital is capable of doing."

Instituted in 2009, FMC's transportation program utilizes volunteer drivers to pick up patients within a 15-20 mile radius and take them to their appointments and then back home, free of cost.

According to Whipple, there are currently eight volunteer drivers – seven men and one woman – and, through the end of 2015, the program had served an average of 1,200 people per year. The drivers split shifts across Monday, Tuesday, Wednesday and Thursday, typically coming in at 7 a.m. to get the van warmed up and to pick up the day's schedule. After giving rides throughout the day, they wrap up their shifts at 4 p.m.

Patients as far south as Grenada and Gazelle, east to Montague and Big Springs and north to Hornbrook can take advantage of the free rides, and occasionally drivers are able to make it to Happy Camp. Ybarra said, "Many patients have no transportation; without the van, they wouldn't be able to get the services they need."

All three noted that the program would likely not exist without the auxiliary, which raises funds and coordinates the many volunteers at the hospital.

The van used in the program is 50 percent owned by the hospital and 50 percent by the auxiliary, and the auxiliary is responsible for the "hands-on" work with it – the maintenance, upkeep and the actual driving.

The maintenance is one of the largest costs associated with the program, according to Watson, who said that Friday is the day reserved for the upkeep of the van. She noted that wear and tear occurs more frequently in a transport vehicle, which is driven with many stops and starts, and in Siskiyou County, often on unpaved roads.

She also noted that the hospital is always looking for more men and women who would like to be volunteer drivers. Applications can be picked up at the hospital or can be printed at goo.gl/qxHXBG. A valid California driver's license and clean driving record are required, along with a background check, drug test and tuberculosis test.
Patients interested in getting a ride through the program can call the hospital's main line at (530) 842-4121. Those taking part must be mobile, and able to walk from their front door to the van. Those requiring lift assistance must have a friend or family member available to assist, as the drivers are not medical personnel.

“This is an awesome patient service,” Whipple said, noting that drivers often receive appreciative notes from riders in the program.

CHA News · March 31, 2017
CAHHS Volunteer Services News
Joan Cardellino, CAVS
CAHHS Vice-President
Volunteer Services

The 54th annual California Hospital Volunteer Leadership Conference took place Feb. 20-23 in San Diego. Over the course of two-and-a-half days, 307 participants representing 128 hospitals explored avenues to build on and improve the vast resources volunteers currently bring to their hospital organizations. More importantly, they studied new pathways and programs that would help to realign their resources with their hospitals’ work toward population health. The conference offered a total of 12.75 instructional hours including a variety of speakers (58), concurrent sessions (24), general sessions (6) and peer networking topics (16). Sponsors, conference photos, speakers and most session materials are available at www.calhospital.org/2017-volunteer-conference.

Dedicated Hearts

Dedicated hearts like yours
Are not so easy to find.
It takes a special person to be
So generous and kind.

To care so much for your fellow man
Is a quality all too rare.
Yet you give of your time and talents,
For all in need to share.

So thank you for being a volunteer,
We're privileged to work with you.
We want you to know how appreciated you are,
Not just today, but the whole year through.

Volunteers are the only human beings on the face of the earth who reflect this nation's compassion, unselfish caring, patience, and just plain loving one another. ~

Erma Bombeck