

The Auxiliary Pulse

Fall - 2022



President's Message - Linda Wolff

Fall Greetings, Everyone!

It's hard to believe that we are heading into the last quarter of this year. Time seems to be flying by faster and faster all the time. As the time goes by, things continue to be returning to normal at the hospital. As things continue to change, please be sure to read any email you get from Volunteer Mail, your Chairperson, or any of the Board Directors. Things seem to be changing almost on a daily basis. Thank you to all of you for your flexibility and dedication.

Now that we are back in bigger numbers, parking seems to be a concern. Staff seem to be parking in our spots and we are parking in visitor spots. The staff is being told to not park in our designated spots and we have been reminded to not park in visitor spots. We need to park in Auxiliary designated spots unless there are none available. Also, please display the Teddy Bear card in your vehicle. If you don't have one, please get one from the office. Display it in the window that can be seen when security drives by. This will really help.



Our Auxiliary is a wonderful community. As such, we like to share and encourage each other whenever possible. At times, a negative comment or accusation may be shared. Let's refrain from passing these along. Gossip is never a positive thing in an organization. Let's celebrate the positive qualities this organization and its members possess.

I want to thank all volunteers! You all do an amazing job! But, a few of you will find a nice surprise in this issue – Volunteer of the Quarter. We are looking forward to starting some new traditions and I think this just might take off as one of those. Another group that deserves a loud round of applause are our Chairs!!! We could not do this at all with out your hard work and dedication. To show our appreciation, all Chairs have been invited to attend a luncheon in November. And, congratulations to Jane Palmiotti for being selected as our Volunteer of the Year!!! She will be honored at the North County Philanthropic Council's luncheon on October 28. She is a much deserving recipient!!

I hope you all have a wonderful fall and holiday season!!! Tis the season to get your flu shot and shop in the gift shop for those holiday items!!

~ Linda



Chair's Corner

By Bunny McElliott, Second Vice President



I wake up in the mornings this week, and there's a chill in the air! Although it a relief from some of our recent hot weather, it reminds me that a busy season is approaching. I know I need to start thinking and organizing so I can enjoy the people I spend time with rather than be stressed about the items on my always-too-long "To Do List".

When I'm around the hospital I see our volunteers offering visitors and employees a wonderful gift... the gift of helping relieve the stress of the "While at the Hospital List". Thank you to all the Auxiliary volunteers for your endless dedication to assist the hospital community in navigating TCMC. You are all appreciated.

A shout out to our Auxiliary department chair people is also due! These leaders go above and beyond in making sure that our departments are staffed, know what to do, keep up with all the constant changes, and are a valued service to all. These chairpersons put in many extra hours monthly to keep things working smoothly. Although unpaid, their hard work is priceless and appreciated. Thank you chairpersons!

Now for some news. In September, the NICU reopened to Auxiliary volunteers again. It had been closed since March of 2020. Presently, volunteers in this department are only those who worked in the TCMC NICU prior to our 2020 Covid shutdown. As our volunteers are returning, the NICU staff is determining how our services can best be used post-Covid. You can read more about NICU in this *PULSE* on Page 7.

Another of the closed previously departments is working toward a return to service. The chairperson for this department is working with TCMC staff to reinvent how our service will be provided. The staff members are eager to have our volunteers return and we look forward to announcing this reopening in the next month.

The need for our service as volunteers at Tri-City Medical Center is obvious and often spoken by hospital staff. What's missing is enough volunteers. Our ability to reopen departments is impacted by our ability to bring in new volunteers. Please help us grow.

Maybe you can share how important and appreciated our volunteer work is for the TCMC community, and how much your volunteer work has meant to you! SPREAD THE WORD that we are welcoming new applicants. Orientations are being held every month. Invite friends, family, and neighbors to go to our website, www.tricityhospitalauxiliary.org, for more information about our work and about joining.

Thanks again to all our volunteers for the great job they do each and every day.



Volunteer of the Year Jane Palmiotti

The Tri-City Hospital Auxiliary selects a *Volunteer of the Year* to represent the commitment to community embodied in our organization. This year's selection, Jane Palmiotti, certainly fits this description.



A native of New Jersey, Jane moved to Vista in 1972 where she currently lives with her husband Joseph. Seeking a job that involved two of her passions, working with young people and serving health needs, Jane went to work at Beaumont Elementary School as Health Technician. She held that position for over 30 years, retiring in 2001.

Jane joined the Auxiliary in 2008 in the Surgery Department, where she has remained throughout her time with the Auxiliary. In 2010 she accepted the role of Chair of her department, a position she shares today with Assistant Chair Melanie Van Horn. To date she has contributed over 5,800 hours of service.



Surgery is a very important department for Tri-City Medical Center and Auxiliary members provide important services that improve the comfort and satisfaction of our patients. While cleaning gurneys and stocking shelves may not seem glorious, to the patient with a warm blanket and clean sheets it is very important. Jane and her crew do their best to support this important work.

In a recent conversation, Jane confided that one important aspect of this work for her is the opportunity to introduce our high school and college age volunteers to the importance of a career in medicine. She is very proud that several of her volunteers have gone on to nursing programs and even to medical school.



Jane with volunteer Juli Garon who hopes to enter a nursing program soon.

In 2015 Jane joined the Scholarship Committee. As an engaged member of this committee Jane has helped make the annual Scholarship Night a success through her efforts with set-up, refreshments, and registration. She is also part of the application review process.



Scholarship Night Registration with Nancy Russian

Jane joined the Auxiliary Board of Directors in 2018 where she continues to serve as Parliamentarian. While on the Board Jane has helped in the latest revision of our By-Laws and our Policies and Procedures manual.

Congratulations Jane for this well-deserved honor.



TCHA Volunteer of the Quarter

In recognition of the dedication of our volunteers, we are pleased to announce the **Department Volunteer of the Quarter** program. Please join us in congratulating our inaugural nominees.

Information Desk

Volunteer of the Quarter - Lynn Paine



Lynn is an asset to not just the Information Desk but to all visitors, hospital personnel and co-workers. She is always pleasant and has a very positive attitude. If I need a substitute she won't hesitate to help. She also knows the proper procedures of the Information Desk, which makes visitor check-in run smoothly. Lynn has volunteered over 7,400 hours since 2004. I proudly submit Lynn Paine for Volunteer of the Quarter.

Donna McConnell, Department Chair

Workshop Department

Volunteer of the Quarter - Judy Rice

Judy Rice is my choice for the Volunteer of the Quarter for the Workshop. She has donated over 6,400 hours since 2003. Judy is always willing to do whatever needs to be done. She is a joy to work with- always cheerful, positive and thoughtful. She is an amazing seamstress! She is quick to get things finished, but never too busy to help any of us with sewing dilemmas. Judy is always thinking ahead and is a huge asset at keeping our department running smoothly.

Dorothy Indrieri, Department Chair



Patient Escort

Volunteer of the Quarter - Don Dupuis



I would like to nominate Don Dupuis. Don has been a volunteer for over 30 years with over 8,000 hours. He is a retired Marine who makes other retired service members who come to the hospital for treatment feel at ease. He religiously works three afternoons a week every week all year long. Without Don the Patient Escort Department couldn't function. Everyone in the hospital knows Don and patients even ask for him by name when he's not on shift.

Kathey Cramm, Department Chair

Registration

Volunteer of the Quarter - Suzanne Heller

Our Registration Department Volunteer of the Quarter is Suzanne Heller. She covers over eight shifts a month and is a real treasure. She started volunteering at TCMC in 2018 and has given over 1,000 hours. She has been helpful to new volunteers as well as present volunteers.

Chris Sheets, Department Chair





Surgery Department

Volunteer of the Quarter - Melanie Van Horn

Melanie has been a faithful volunteer in the Surgery Department since 2004 with over 7,780 hours. She is my “right hand woman” assisting in any tasks that need to be done, including training new volunteers. Melanie has started many early morning shifts, sometimes arriving between 4:30 and 5:00AM, helping set up surgery needs and escorting early surgery patients to their surgery preparation area. Melanie is certainly very appreciated by the Surgery staff.

Jane Palmiotti, Department Chair



Clerical Department

Volunteer of the Quarter - Diana Cleary

Diana Cleary has been in the Clerical unit since November of 2011 and has also worked in Special Services and the Women’s Diagnostic Center during this time. She was also very active in the Covid-19 Vaccine Clinic phone bank for TCMC. Diana has 3,392 hours service and is probably one of the longest serving volunteers in the Clerical Department.

Sharon Hambly, Department Chair

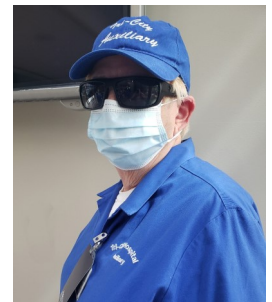
Courtesy Shuttle

Volunteer of the Quarter - Kathleen D’Avanzo

My first choice is Kathleen D’Avanzo. I don’t know how long she has been a shuttle driver, but she rarely misses her shifts and is very forthcoming with any observations or issues that arise. She will always leave a note in our office for me to act on.

Kathleen has 400 hours, and has been a shuttle driver since 2018.

Dave McCarthy, Department Chair



Pet Therapy

Volunteer of the Quarter - Susan Harris

Susan Harris is our longest serving Pet Therapy volunteer having begun in 1998. Susan has partnered with four Golden Retrievers: Jasmine, Denali, Izzy and currently Dakota. They have been hugely popular with patients and staff alike. Susan and Dakota now volunteer in the Outpatient Behavioral Health unit in Vista, where Dakota participates in group therapy sessions. Thank you, Susan, Jasmine, Denali, Izzy, and Dakota, for 24 amazing years of K-9 compassion and caring at TCMC.

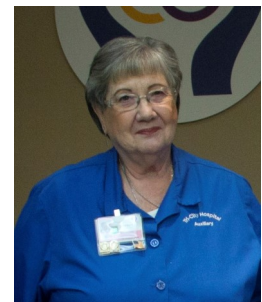
Mary Gleisberg, Department Chair

Gift Shop

Volunteer of the Quarter - Nancy Anderson

We are pleased to recognize our Gift Shop volunteer Nancy Anderson as our Volunteer of the Quarter. She joined the Auxiliary in September of 2014 and has worked in the Gift Shop since then. Nancy has been a very loyal worker, volunteering on Sundays and covering the Gift Shop alone. Nancy is very courteous, friendly and helpful to all customers and employees.

Carole Vance, Gift Shop Manager





Department Spotlight

Information Desk

Donna McConnell, Chair

As one of the first Departments back, we received a very warm welcome from the hospital staff and management. Of the 30 Information Desk Auxilians working before Covid, 22 returned. While we could use additional help, we are thankful for our current crew.

As with all of our Auxiliary departments, confidentiality is a very high priority. Other than the room number we give out no patient information. Even our list of current patients is kept in a closed binder.

Our volunteers perform many duties, including inquiries about the Auxiliary, hospital visiting hours, doctor addresses, Gift Shop hours, and sometimes give directions to local medical buildings. Our main duty is to help visitors with patient's room numbers and direct them to the correct elevator. The Covid rules limit visitors to two people a day for most patients, something that is hard for many visitors to understand and accept.

We also talk with anxious family members waiting for someone in surgery, call Recovery for the patient's status, and sometimes deliver visitors to a room by wheelchair. From time to time we deliver flowers and cards but one of the more enjoyable parts of our job is seeing all the new babies going home.

Our administrative duties include ordering supplies, maintaining the VOLTRAX and Reprax computers, and retrieving wheelchairs from other parts of the hospital. We take our responsibility as Ambassadors of good will for Tri-City Medical Center seriously but still manage to have fun interacting with visitors and staff alike.



Pet Therapy Department

Mary Gleisberg, Chair

With 14 teams of dedicated handlers and dogs, the Pet Therapy Department is pleased to be back at Tri-City Medical Center. Fortunately, our number of teams have remained stable following the Covid shutdown.

We have just begun going to patient rooms and enjoy seeing visitors and staff in the waiting rooms, Gift Shop, Registration, and other common areas of the hospital. Along with regular hospital visits, Pet Therapy teams participates in holiday pet parades where the dogs and handlers dress up in seasonal costumes and parade through various areas of the hospital.

New teams require at least six months of experience with an approved pet therapy organization, such as Love on a Leash, Pet Partners, and Independent Therapy Dogs, Inc. Once accepted, new Auxiliary teams complete a special orientation and at least five supervised rounds with an experienced team. Dogs must have up-to-date rabies vaccination and a yearly health screening, done without charge by Pacific Animal Hospital.

Since returning, the TCMC staff liaison Paula Ballweber retired, turning management of this program over to the Auxiliary with help from the hospital Marketing Department, which provides much appreciated help.

Like so many departments, the Pet Therapy Department continues to recruit new members as part of our commitment to serving the needs of Tri-City Medical Center.



Latest Department to Open NICU - Neonatal Intensive Care

The latest Auxiliary department to return is our Neonatal Intensive Care Unit, or NICU for short. After an 18-month suspension, this vital Department is coming back, albeit with some significant limitations. Key among these are the initial limits on the number of volunteers.

Opened on September 1st, the new NICU Chair is Pamela Servais. Pam is ideal for this position having worked in this department before the Covid-19 shutdown. Prior to the opening of the NICU, Pam has been volunteering at the Information Desk and in the Surgery Department. When the Medical Center signaled that they were ready for our return to NICU, Pam stepped up.



Pamela Servais
NICU Chair

The opening requirements are falling into place but are still somewhat flexible. As of this time, only volunteers who previously worked in the NICU prior to Covid are being scheduled, a total of nine volunteers.



While specific procedures and requirements are being established, no new to NICU or new applicants will work in NICU. This includes current Auxiliary members looking to change departments as well as individuals just joining. Once these important steps are completed, we hope to make slots in NICU more readily available.

Duties in NICU are varied and can be very rewarding. The primary duty of the volunteers is to assist the NICU nurses with activities like stocking cribs and the pod supply cabinets, and answering phones. Volunteers may also be asked to transport mothers to and from NICU, hold the babies, help stock in Postpartum areas and other assistance as needed.

When asked about reopening this important department, Pam said, "I will be attempting to fulfill the formidable task of filling Sandy Tucker's shoes as Auxiliary Chairperson for the NICU. Sandy gave much of her time and effort to the well being of all patients in both Postpartum and NICU for many years and we were all sad at her recent passing ."

Thanks you Pam for taking on this important work.





Tri-City Hospital Foundation

By Jennifer Paroly, President

As we approach the holiday season, we enter into a time of thanks and celebration. It's been over two years since COVID turned our world upside down but, looking back, this time has truly put so much into perspective.

The Tri-City Hospital Foundation has been looking at every situation through a new lens as we approach the full funding of one of our most impactful developments yet – the remodeling of the Tri-City Medical Center's Emergency Department.



Jennifer E. Paroly, President
Tri-City Hospital Foundation



The redesign of the Emergency Department has been one of our top priorities. This plan will completely renovate many areas of the Emergency Department, including a new entrance, triage area, patient and family waiting area, and one of the major treatment areas in the Emergency Department — Station A.

Once complete, this project will improve upon the hospital's already excellent outcomes by streamlining the triage process to decrease wait times, improve the patient experience, and provide

our entire Tri-City community with a state-of-the-art facility to match our state-of-the-art care for over seventy thousand people each year.

Opening its doors in 1961, Tri-City Medical Center has spent over six decades changing lives day in and day out. As a cornerstone in the community, this hospital has played an important role in all of our lives. People throughout North County are brought to our medical center for critical emergency services, and our commitment has always been to provide them with the highest standard of care. Tri-City Medical Center has saved thousands of lives, this year alone!

Our Foundation has raised over \$4 Million to make this important project possible. Once complete, it will be one of the most significant changes this medical center has ever seen.

As Auxiliary members, you give freely of your time and talents. If you would also like to help financially support this vital remodeling project for our community, friends, and family, we greatly appreciate donations in any amount toward our goal.

If you have questions please contact our office at (760) 940-3370 or email us at TCHFoundation@TCMC.com.





Remembering Birthdays

BIRTHDAYS! - Yes, we all have them and hopefully they are filled with lots of good cheer and fun times. Since our last *Pulse* newsletter a few of our fellow Auxilians have celebrated their festive day. Happy Birthday to all!

July

Olivia Baca
Guadalupe Bagley
Paula Bassett
Timothy Burke
Francis Crowley
Dorothy Indrieri
Kathleen Koss
Renee Massey
David McCarthy
Liane Preston
Catherine Sarnecky
Mary Severson
Sandra Youngdale

August

Beth Hulsart
Diana Cleary
Judith Wangerin
Narciso Abalos
Nancy Andersen
Carole Vance
Ricardo Alvarez-Malo
Allyson Bihag
G Michael Unverferth
Van Tran
Elmar Vanaselji
Alexis Renwanz
Misty Oleson
Al Nyman
Kathleen Purcell
Sheila Gross
Melanie Van Horn
John Haddock

September

Sherry Johnston
James Hurst
Patricia Lautenbach
Judith Ruvalcaba
Elizabeth Miller
Dianne Ellison
Kathi Hampton
Carol Ann Kope
Kathleen Cramm
Sherry Siegel
Peter Fusselman
Destiny Ramirez
Mary Regan
Shari Pauley



Welcome

New Members

We are very happy to welcome the latest new Auxiliary members. Each new member makes us stronger and of even greater service to TCMC and our community. Welcome all!

Clerical

Gail Hayes

Courtesy Shuttle

Nguyen Nguyen

Gift Shop

Janei Moraleja
Marian Artiaga

Information Desk

Kamiyah Wing

Patient Escort

Paula Bassett
Kathi Hampton
Romina Rahimi
Anh Tong
Elmer Vanaselji

Registration

Connor Qui
Sarah Bazua
Victoria Phillips
Van Tran

Surgery

Keeven Giddens



Volunteers at Work



CHAPLAIN'S OFFICE

So many smiling faces
So many active volunteers!



Announcing!

Here are a few items that we thought might be of interest.

Flu Shots – Summer is behind us and the flu season is almost here. As in the past, flu shots are required for all Auxiliary members. Hope you received the Blast Email with details.

Suggestion Box – We want to know what you think. An Auxiliary Suggestion Box has been placed at the Information Desk during normal business hours. If you have ideas to make our Auxiliary even better, feel free to drop us a note. Although we love to know where suggestions come from, you can submit your suggestion anonymously.

Covid Boosters – As you probably know, there is a new Covid booster available. At the moment it is not required to work at the hospital. Boosters are available at many community facilities. For appointments, go to www.myturn.ca.gov.



Batting Cleanup



Sometimes being President is a dirty job, especially when you are cleaning out spaces that have been untouched far too long.

Your president, Linda Wolff, along with Board Members Arleen McCartney and Suzanne Knauf recently organized decades of Auxiliary files and materials in a rather dusty closet.



Passings

We are sad to report the passing of two Auxiliary volunteers earlier this year. We salute their service and offer condolences to friends and family.

Donna Stark

Donna joined the Auxiliary in 2015, serving as a valued member of the Information Desk Department. In 2016 she received her 100 Hour pin and had accumulated nearly 500 hours of service by the time of her passing in 2022.

Lois Baxter

A long-time member, Lois joined the Auxiliary in 1999. She served both as a Greeter at the front door and on the Information Desk. Lois was awarded her 3000 Hour pin in 2018 and had accumulated just over 3100 when she passed in 2022.

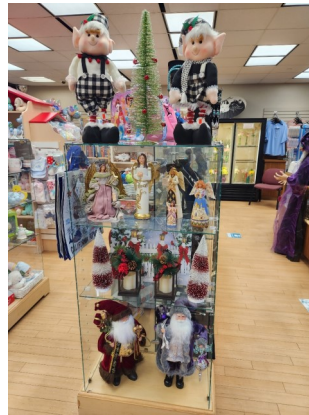


Attention Holiday Shoppers!

Yes, it really is that time of year again. Make your Auxiliary Gift Shop a stop on your holiday shopping schedule. Gift Shop Manager Carole Vance has an amazing assortment of items to brighten your home or include in your gift plans. While some holiday items are out now, the full Christmas Shop will open on Sunday, October 23rd.

As you know, profits from the Gift Shop go toward our annual gift to Tri-City Medical Center. Our goal this year is \$40,000 so every purchase helps. Don't forget to bring your ID or wear your uniform. Active Auxiliary volunteers get a 20% discount on most merchandise.

Don't miss this opportunity for great bargains and support for the Auxiliary.



Gift Shop volunteer Marilyn Ferri welcomes Christmas shoppers.



Keeping it Light



Readers Digest used to have a column called, *Humor is the Best Medicine*. We can't confirm that prescription, but thought our readers might like a smile. Sorry for all the puns.

- ◆ Had to wait ages for my X-ray today at the hospital. There was only a skeleton staff working.
- ◆ I know a dermatologist who is very proud he started his practice from scratch.
- ◆ A friend of mine was destined to be an osteopath. He said he could feel it in his bones.
- ◆ A fellow was parked in a hospital parking lot when the attendant came up and said, "This is for badge holders only." He said, "...but I've got a bad shoulder."

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