

# The Auxiliary Pulse

Winter - 2023

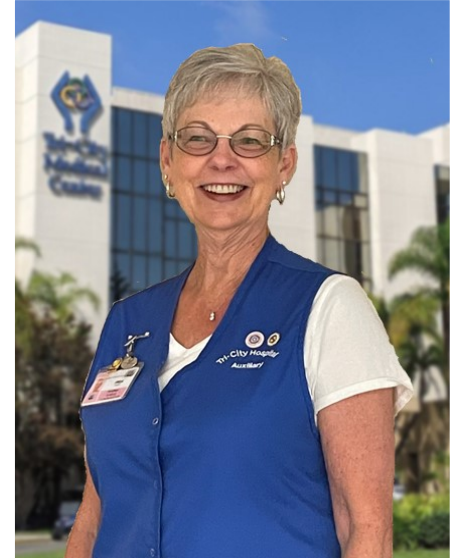


## President's Message - Linda Wolff

Happy New Year!

Time just seems to fly by faster each year. I remember as a child thinking it took forever for holidays, summer vacation, and birthdays to come around again. Now, they just seem to be here again every time I turn around. And, so, here we are in 2023! I hope you all had a wonderful holiday season and are ready to greet this new year with open arms!

For the Auxiliary, January is the month that we renew our memberships with paying dues. You should have all received your dues letter and return envelope in the mail. Dues are \$20 this year (see the article on page 12). If you have not received your letter, please visit the Auxiliary office to pay your dues and fill out the envelope. We hope to have a new Directory out in the spring and the names for that Directory will come from the information on the dues envelopes. You, of course, have the option of opting out of the Directory if you choose to do so.



Parking still seems to be a problem at times. Thank you to all of you who are displaying the teddy bear card in your windows. Be sure they are on the window (back or front) that faces the street. Security needs to be able to see it as they drive by.

Elections will be in April of this year and the Nominating Committee has included an application in this edition. Please consider running for a position on the Auxiliary Board of Directors. New faces and ideas are welcome, especially as Covid protocols begin to be lifted and opportunities for activities become more available.

Speaking of opportunities, thank you to Bunny McElliott for continuing to monitor changes in protocols at the hospital that allow more departments to be open. It's been an ongoing adventure! Her article sums it all up wonderfully. 2022 was a big year!!

It has been said that change is the only constant in life. We have experienced that over the last two years for sure. The latest change to be announced is that Steve Dietlin, CEO, is retiring in March. He has been such a strong supporter of the Auxiliary. We wish him all the best!

Thank you to Kate Brownie for taking care of decorating the lobby for the holidays. Beautiful job! Congratulations to this round of Volunteers of the Quarter!! Thank you to all Auxiliary volunteers that continue to work with dedication and positivity on weekly shifts. You are very much appreciated! May 2023 bring you health, happiness, and fulfillment.

~ Linda



## Department Spotlight

### Patient Escort Department

Kathey Cramm, Chair

With a goal of two escorts per shift, our volunteers assist patients and family members going to various hospital departments. Once the hospital Registration office staff has completed the paperwork, we offer a friendly chat as we show them the way. At the destination, we transfer the patient to hospital staff along with the necessary paperwork.

We also, locate vacant wheelchairs as needed and store them in the Registration waiting area and at the front entrance. When requested, we provide wheelchair service for patients and family members throughout the hospital. When appropriate, we assist individuals stopped in a hallway to see if they need directions.



Kathey Cramm, Chair  
Patient Escort Department

We currently have 24 active volunteers covering between 40 and 44 shifts per month.

### Gift Shop

Carole Vance, Manager



Carole Vance, Manager  
Gift Shop

The second department to reopen, Gift Shop is extremely happy to be back. With fewer volunteers returning, our hours have been adjusted accordingly. Fortunately, our wonderful volunteers are working one day per week instead of the previous every other week. At the moment we are open six days per week. (Closed Saturdays)

Our return has not been without challenges, but we seem to be the place the nurses and visitors shop, visit, or try to unwind. Several nurses call us their "Happy Place" so we are pleased to be there for them all.

Several of our volunteers have taken on extra duties. Dee Coleman orders our greeting cards, Chris Wellenstein takes care of the candy, Cathy Regan steams our clothing as needed, Juli Garon is responsible for our bookkeeping, and everyone else cleans, stocks shelves, and takes care of our customers.

We are now doing our own floral arrangements. This works much better as our flowers are fresher and our prices better. We have gotten many donated vases, which has really helped our profits. This is important as we hope to donate \$40,000 to the hospital in 2023.

Auxiliary volunteers get a 20% discount on many items.



## Chair's Corner

By Bunny McElliott, Second Vice President



As midnight approached for the New Year, I soundly slept. (Oh, youth, where art thou?) But, an hour into the New Year I was awakened by an angry cat that had locked itself in one of the bedrooms. After tending to that matter, and now awake, I started thinking of all the past year had given me. Of course, a big gift was my involvement in our Auxiliary. I revisited some of the special events of each month of the year. Here are some of those happenings of 2022.

- ♥ January - Covid protocols were tightened thanks to a post-holiday resurgence.
- ♥ February - Our volunteers were now required to be Covid vaccinated and boosted, leading to extra effort to match each volunteer with the "approved" list from TCMC.
- ♥ March - We continued to follow "The List" of verified vaccinated/boosted volunteers. TCMC staff regularly expressed their appreciation of our hard and important work.
- ♥ April - The annual Auxiliary Scholarship Night was joyously held in person after a year off. Sixty-three Scholarships were awarded to deserving Nursing students from neighboring colleges.
- ♥ June - We finally had an in-person Annual Installation and Awards meeting. New Officers were installed, and thousands of volunteer hours were applauded. The annual Auxiliary gift to TCMC of \$25,000 was presented. Kudos to the Gift Shop for their hard work to make this happen.
- ♥ July - Much work was done behind the scenes to get more departments opened.
- ♥ August - Pet Therapy is back working in the hospital, but only in non-patient areas.
- ♥ September - NICU Department reopened with a new chair, Pam Servais. The latest Covid booster was made available to Auxiliary members. Some of the Covid restrictions were lifted.
- ♥ October - Jane Palmiotti, Surgery Chairperson, was named 2022 Auxiliary Volunteer of the Year. Our Auxiliary Volunteer of the Quarter Awards were initiated as we all celebrated the wonderful volunteerism of all our members and departments.
- ♥ November - Pet Therapy was now able to bring comfort and joy in PATIENT'S rooms! Our department chairpersons were honored for their service. The Auxiliary began seeking a grant to get much needed new carts for our Courtesy Shuttle Department.
- ♥ December - Advocacy Department got the go-ahead to open their department. Orientation brought in about 70 new volunteers this year. More wheelchairs were ordered to help staff and Auxiliary better do their jobs. Workshop made many beautiful stockings for our babies born this month, and both Policy and Procedures and By-Laws were updated.

I'd say our 2022 year exceeded expectations. I only expect more wonders as 2023 proceeds! Many thanks to all of you for your gifts of time!



## TCHA Volunteer of the Quarter

In recognition of their service, Tri-City Hospital Auxiliary is pleased to announce the **Department Volunteer of the Quarter** recipients for the First Quarter of 2023.



### **Clerical Department Volunteer of the Quarter - Nancy Ogomori**

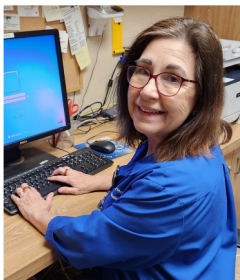
Nancy joined the Clerical unit in January of 2019. She is friendly and courteous to all who enter our Auxiliary office and brings great clerical skills and a positive outlook to our office. The work in our unit can be difficult at times but Nancy can always be counted on to do the job without question. I am very happy to nominate Nancy as Volunteer of the Quarter.

Sharon Hambly, Chair

### **Courtesy Shuttle Volunteer of the Quarter - Riley Shinnfield**

Riley has been a long-time Courtesy Shuttle driver having given just over 700 hours. He is always punctual for his shifts and has been recognized for his courtesy to his passengers. Riley is very conscientious about shuttle performance, maintaining the battery water levels on a regular basis.

Dave McCarthy, Chair



### **Gift Shop Volunteer of the Quarter - Juli Garon**

Juli joined the Gift Shop in November of 2021, working every Tuesday morning. She even volunteered to work the shift by herself. Juli then took on the challenge of handling the Gift Shop bookkeeping, reorganizing several functions and helping our operation run more smoothly. Juli now shares bookkeeping with Mary Foy and Kimberly Gross. Juli has volunteered over 500 hours.

Carole Vance, Chair

### **Information Desk Volunteer of the Quarter - Rosalind Bussey**

Roz has been greeting visitors and staff at the Information Desk with a warm, "Hello, how are you?" for nearly fifteen years. She is totally dedicated to our Auxiliary, also volunteering in Surgery, Advocacy, the Auxiliary Board as Treasurer, and on various committees. Roz is always willing to step up and substitute whenever needed. I am proud to select Rosalind Bussey as our department's Volunteer of the Quarter.

Donna McConnell, Chair



### **NICU Volunteer of the Quarter - Ellen Cavagnaro**

Ellen joined the Auxiliary in 2002 in the Postpartum Department, adding NICU later. She is a valuable team member, recognized by Auxiliary and TCMC staff alike for her efforts. Ellen goes above and beyond asking if additional service is needed. She actually keeps in touch with some of the NICU families, even attending graduations and celebrations of former NICU babies. Ellen returned after Covid on the Vaccine Clinic team. It is a pleasure to nominate Ellen as Volunteer of the Quarter for the NICU Department.

Pam Servais, NICU Chair



**Patient Escort**

**Volunteer of the Quarter - Kathy Ahlfors**

I am pleased to recognize Kathy Ahlfors, a real asset to the Patient Escort Department. Since 2003 Kathy has volunteered over 5,900 hours of service. She covers six or more shifts each month with a “can-do” attitude that gets things done right. Always pleasant and helpful, Kathy makes sure patients get to the correct department and assists new volunteers and with Registration as needed. Without her we couldn’t get the job done.  
Kathy Cramm, Chair



**Pet Therapy**

**Volunteer of the Quarter - Liane Preston**

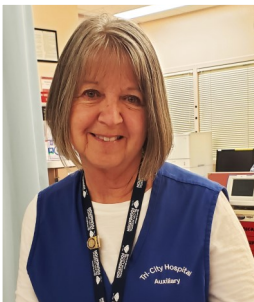
Liane Preston has been a faithful member of Pet Therapy for eight years. Most recently she did a wonderful job putting together our 2023 Pet Therapy Calendar, which is on sale now in the Gift Shop. The hours she puts into the calendar are beyond number. Liane is also actively visiting patients and staff with her second dog, Zoey. They are a wonderful team, well deserving of this honor.

Beth Hulsart and Mary Gleisberg, Co-Chairs

**Registration Department**

**Volunteer of the Quarter - Liz Ponec**

Liz Ponec has been a valued volunteer at Registration for many years. Between Registration and Pet Therapy, she is at the hospital volunteering at least five times a month. She is kind to patients, as well as informative. She often brings her Pet Therapy dog while working Registration to help calm those waiting for procedures or tests.  
Chris Sheets, Chair



**Surgery Department**

**Volunteer of the Quarter - Kitty Koss**

Kathleen (Kitty) Koss is a very energetic volunteer, having served more than 500 hours of service. She has many fine qualities offering a cheerful smile, warm heart, and has a gracious way of treating people. Kitty has only volunteered in the Surgery Department for little over a year, but she assists with training our new volunteers and does a great job. It is a privilege to have Kitty volunteering in the Surgery Department.

Jane Palmiotti, Chair

**Workshop**

**Volunteer of the Quarter - Peggy Anstey**

My nominee for Volunteer of the Quarter is Peggy Anstey. Peggy is an excellent seamstress and is always willing to do her part on all of our projects. She coordinates with the NICU and runs deliveries of our Lovie dolls there, as well as toys we send to the E.R. Peggy even made Lovies at home and brought them in during the Auxiliary Covid closure. Peggy also oversees disbursing the supply of baby caps donated by outside groups for all the babies as well. Peggy has logged about 2,000 volunteer hours. She is always super pleasant to work with and we are grateful to have her in the Workshop!

Dorothy Indrieri, Chair





## TCMC CEO Steve Dietlin Announces Retirement

This new year brings with it many new and exciting challenges for our Auxiliary and Tri-City Medical Center. One major change recently announced is the pending retirement of Steve Dietlin, the Tri-City Healthcare District President and Chief Executive Officer, set to be effective in late March of 2023.



Over the past decade, many Auxilians have had the opportunity to work with Mr. Dietlin on a variety of items and his warm smile and friendly approach will be missed. While most of us know him as TCMC President, Mr. Dietlin joined the healthcare district in 2012 as Chief Financial Officer. His promotion to President came just three years later in 2016.

During Mr. Dietlin's time as President and CEO, Tri-City Medical Center has been widely praised for its community impact and quality clinical care outcomes, including repeated recognition as a cardiac and stroke center of excellence. Mr. Dietlin has frequently been recognized by the San Diego Business Journal and was awarded CEO of the Year by this organization in 2021 in recognition of his leadership during the Covid pandemic.

Never missing an opportunity to thank the Auxiliary for our good work, Mr. Dietlin has been a frequent speaker at our awards and installation events as well as the Scholarship Night event. We wish the very best to him and his family as he transitions to the next chapter.



## Auxiliary Elections

By Jane Palmiotti, Parliamentarian



On behalf of the Nomination Committee, thank you for being a part of Tri-City Hospital Auxiliary family. Elections for our Board of Directors, the Auxiliary's primary leadership group, will once again be held later this year.

The Auxiliary Board of Directors consists of fifteen members. All Board members serve two-year terms according to our recently adopted By-Laws. All current Board members are eligible and may be seeking re-election, however additional nominations or volunteers are most welcome. Please be advised that Board members must attend one executive meeting each month which is always on the third Wednesday of each month.

Ballots will be mailed to Auxiliary members on March 14, 2023. When completing your ballot, you may use the blank space provided for a write-in candidate. All votes must be cast by April 4, 2023. During the voting period a ballot box will be provided in the Auxiliary office. Additional applications will be located in the Auxiliary Office.



TRI-CITY HOSPITAL AUXILIARY  
Board of Directors  
Nomination Application

I hereby give my permission to the Nominating Committee to place my name in nomination for a two-year term as a member of the Board of Directors of Tri-City Hospital Auxiliary for its 2023-2025 term. I understand that, in accordance with the By-Laws, if I fail to attend three or more Board meetings in any year without approval of the President of the Board, I may be asked to resign from the Board.

\_\_\_\_\_ (Name) \_\_\_\_\_ (Signature) \_\_\_\_\_ (Date)

\*\*\*\*\*

AUXILIARY CONTRIBUTIONS

1. Date you joined the Auxiliary \_\_\_\_\_
2. Booster Vaccine Date (required) \_\_\_\_\_
3. Departments or Administrative services in which you worked  
\_\_\_\_\_
4. \_\_\_\_\_ Chair
5. \_\_\_\_\_ Co-Chair
6. \_\_\_\_\_ Assistant Chair

Committees

\_\_\_\_\_  
\_\_\_\_\_

Additional services, responsibilities, assignments

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If necessary, please use back of application for additional information. Email this application to [janepalm43@gmail.com](mailto:janepalm43@gmail.com) or bring to Auxiliary office on or before by **February 14, 2023**.



## Advocacy Department Returns

Our Auxiliary continues its sometimes slow but always determined return to service. In the last edition of *Auxiliary Pulse* we were pleased to announce the return of our NICU Department. We can now announce that Advocacy will be returning in January. While the exact date is not yet known, it will be after the Orientation session for that month.

Our Advocacy Department is one of the very few Auxiliary departments to actually enter patient rooms. Advocates first greet new patients, then determine how they feel they are being served at the Medical Center. Patients are also asked to rate the service they are receiving in an effort to improve future patient experiences.

Each Advocate is given a census of the hospital patients for that day. A list of new patients is prepared, and visits are made to rooms where patients are NOT considered contagious or otherwise restricted. These visits are more than information gathering steps. Patients are offered a friendly smile as well as comfort items like reading glasses or puzzles. If the situation warrants, visits by our Pet Therapy Team or Chaplain are also suggested.



Carol Saunders, Chair  
Advocacy Department

After Advocates have completed their daily visits, each will prepare a report of comments and issues provided by the patients they visited. This report will be given to TCMC medical leadership for their information and action.

As a returning department, Advocacy is looking for individuals interested in this level of service. If you are interested or want more information, leave a note for Carol Saunders, Advocacy Chair, with the Clerical office and you will be contacted.

Welcome back Advocates!



## Moved Lately?



Have you moved, changed your phone number or any other contact information like your email address lately? It is very important that the Auxiliary have the most up to date contact information on all of our members.

If you have made a recent change, please let us know. You can contact our Clerical office by calling (760) 940-3125, by email at [Auxiliary@tcmc.com](mailto:Auxiliary@tcmc.com), or by stopping my the Auxiliary office during regular business hours.





## Remembering Birthdays

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

### October

Peggy Anstey  
Debbie Babbitt  
Sherylin Barrido  
Valerie Barros  
Roberta Birchall  
Kulpreet Chhokar  
Marianne Eritano  
Julianne Garon  
Ronald Gervais  
Norma Henkle  
Perlita Mendoza  
Eloise Nicosia  
Victoria Phillips  
Jasmine Rios  
Pamela Servais  
Christine Sheets  
Bonnie Stang

### November

Linda Donahue  
Kathryn Everhart  
Susan Furioli  
Sharon Hambly  
Arleen McCartney  
Nancy Miller  
William Moore  
Norma Morocco-Aguilera  
Nancy Ogomori  
Mary Sulek  
Joyce Toft  
Anh Tong  
Daryl Wasano  
Janice Williams

### December

Kathleen Ahlfors  
Susan Brennen  
Catherine Brownie  
Barbara DuBois  
Mary Foy  
Bunny McElliott  
Elizabeth Galati  
Christopher Gandara  
Mary Gleisberg  
Keeven Giddens  
Marisol Lopez Lomeli  
Nguyen Nguyen  
Jane Palmiotti  
Saxon Rawlings  
Judy Rice  
Nancy Russian  
Emma Sault  
Brianne Stitt  
Thomas Streeter  
Barbara Watt



# Welcome

## New Members

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

### Courtesy Shuttle

Christine Reisner

### Gift Shop

Barbara Roth  
Varsha Afzalpurkar  
Sheila O'Leary  
Kaisa Bornhoft

### Patient Escort

Nate Cobb  
Marisol Lopez Lomeli

### Surgery

Summer Benavides

### Registration

Andrea Olvera



# Holiday Doings

The last quarter of 2022 was full of wonderful holidays and fun celebrations. Here is a rundown on just some of the Tri-City Hospital Auxiliary activities.



## Department Chairs Honored

November is a month of giving thanks. Without the unending hard work of our Department Chairs, it would be virtually impossible for us to operate. In early November these dedicated leaders were honored with a fun luncheon at The Hunter restaurant in Oceanside.



## Hospital Lobby Decorated

The holidays would not be the same without festive decorations. Many thanks to Kate Brownie and her volunteers for decorating our lobby. As in the past, the TCMC Environmental Services Department helped hang the garlands and string the lights. We even enlisted Chief Compliance Officer, Roger Cortez to join in the fun. Thank you all! (No, we didn't build a fireplace in the lobby. Thank you Photoshop.)



## Gift Shop Volunteers Thanked

A combination "thank you" for 2022 accomplishments and a launch of the 2023 effort, the Gift Shop team held their annual Meet and Greet in early January. As we all know, the annual gift presented to the hospital comes from the sales made by the Gift Shop. They have a daunting goal this year of raising \$40,000 towards our next gift.

In case anyone forgot, there are always great deals to be had, plus a 20% discount, for Auxilians shopping at the Gift Shop.



## Code Orange Procedures

From time to time, we hear various “Codes” announced over the PA system. Many do not require volunteers to take action, but Code Orange is an exception. While this code is used infrequently, it is very important, and we should all know what to do. Here are the specific instructions for volunteers,

### CODE ORANGE INSTRUCTIONS

When **CODE ORANGE** is announced on the overhead PA system:

1. All volunteers in the hospital are required to leave their assigned areas and proceed to the Information Desk at the entrance to the hospital.
2. At the Information Desk, a volunteer at that location should have placed the **CODE ORANGE Notebook** on the desk counter. If there is no volunteer on duty at the Information Desk, the **CODE ORANGE Notebook** can be found in an unlocked top drawer and the first volunteer arriving at the desk should locate it, open it, and put it on the counter.
3. Each volunteer must sign in on the sign-in sheet in the book with your name, assigned area, and phone number, either your personal cell phone number or department extension.
4. After signing in, please return to your assignment and await further instructions. The Command Center will contact needed volunteers from among those who have signed in.
5. One member of the Auxiliary Executive Board shall proceed to the Command Center in the French Rooms. If an Executive Board Member is not in the hospital, then an Auxiliary Board Member shall proceed to the Command Center. If no Auxiliary Board Member is in the hospital, then any volunteer may, and should, assume that responsibility.



## Passings

We are sad to report that fellow Auxilian Lilly Crouch passed away suddenly on Christmas Eve day while baking cookies for friends and family. A dedicated Auxiliary volunteer since our return from Covid, Lilly logged nearly 500 hours in a very short period of time, working in both the Gift Shop and Clerical office.

Prior to retirement, Lilly was a teacher for 31 years and continued to volunteer in the school system after she retired. She was active in her church, made props and costumes for the Carlsbad Readers Theatre, and loved golf - often volunteering at PGA and LPGA events. Her welcoming smile will be greatly missed.





## Auxiliary “Dues” and Don’ts

With the announcement of a modest dues increase, we thought this might be a good time to let you, the membership, know just how important your financial support through dues is to our Auxiliary.

Even without salary costs and with TCMC providing significant equipment and office space, it is still costly to run our Auxiliary. Most of these costs are fixed, meaning they don’t vary based on the size of our membership. This is important to know given that we had over 500 dues-paying members prior to the Covid-19 lockdown and currently have not quite 180 members.

So what are these costs? Several items are services we need that charge an annual subscription fee. These include our VOLTRAK system, the Microsoft Office used by Clerical, and the services needed for our website. There are also certain office supplies and mailing costs not provided by TCMC. We also purchase the various awards we give our members to recognize the time and service they provide.

As a Non- Profit Corporation, we must file various forms with state and federal government departments. Preparation of these requires professional legal and accounting assistance.

Recently your Board adopted budget items for these costs of \$9,500. We are confident that our recruitment efforts and some general fundraising will meet this need. Your contribution, through dues or additional gifts, will help assure our continued vitality.

Thank you for all your do.



## Keeping it Light



Reader’s 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.

- ◆ A proctologist decided to change careers and become an auto mechanic. He received a score of 200% on the first test in Mechanic School. The teacher explained that he got 50% for taking the engine apart and another 50 % for putting it back together. The other 100% was for doing it all through the tailpipe.
- ◆ Patient: “Will this ointment clear up my spots?”  
Doctor: “I never make rash promises.”
- ◆ A bicycle rolls into the doctor’s office. It says, “Doc, you gotta help me! I can’t keep from yawning all day long.” The doctor says, “Well, I think it’s because you’re two tired.”

### TRI-CITY HOSPITAL AUXILIARY

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