

The Auxiliary Pulse

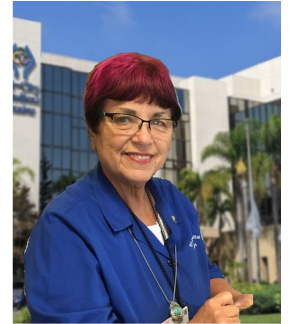
Fall - 2024



President's Message - Bunny McElliott

As a former schoolteacher, I always looked forward to September. School started! Meeting and planning for the year with my work team, then finally being with my new students always enlivened me. To this day, I consider Fall a time of excitement, evaluation, goal setting and creativity.

Looking back over the last year, I'm proud of our Auxiliary. Our accomplishments are many. I **know** our volunteers put in the hours, **give** selflessly of themselves, **brighten** other's lives and **assist** anyone they can. I **know** that our volunteers are visible and appreciated by TCMC staff. So, what's left to do? Here are two goals:



Bunny McElliott
President

Recruitment: We need to fill our Auxiliary with more volunteers. We are slowly growing, but still need to boost our numbers.

1. The first thing we need is to tell your family, friends, neighbors, and acquaintances how fun, easy and fulfilling volunteering is at our community hospital. IF they show interest, invite them to an orientation and ask them to send an email to our Orientation team: **Orientation@tcmc.com**. Tell them to include their name, address, email address and phone number. Or, for general information, have them call the Auxiliary Office (760) 940-3125. If your recruit attends Orientation, or better yet joins, you will be entered in our quarterly gift card raffle.
2. We would love to hear your ideas on ways to encourage volunteering at TCMC. Share your ideas by sending an email to our Publicity Team Leader, Valerie Barros at **Auxiliary@tcmc.com**. On the subject line write: PUBLICITY, VALERIE. This information will get to her.

Open more hospital departments: It would be great if we could open more of the departments in the hospital that we had open prior to the COVID shutdown. To do this, we need department chairpersons to lead the volunteers as well as be a liaison between the hospital and Auxiliary.

What does a chairperson do? Below is a summary. And, of course, we are here to help you along.

1. Train volunteers for the department jobs.
2. Help new volunteers get signed into our Office Systems.
3. Make a monthly schedule for the department volunteers.
4. Attend a monthly 1-hour long Chairperson meeting.
5. Communicate and monitor volunteers and their hours.

Those are my two biggest goals for the coming year. They seem doable, especially with the great volunteers we have already here. I'd love to talk to you about this! Email me with your questions or comments! (**BAMcelliot@tcmc.com**)

As always, I so enjoy working with you all in this fulfilling Auxiliary organization. Being with you makes me a better person, a happy person, a valued person, and grateful to be among our Auxiliary doing such good work in the community!



Information Desk Donna McConnell, Chair



The Information Desk has increased by seven people since the COVID setback and we are working with 29 eager Volunteers. We work two shifts per day with two Volunteers per shift. At times it is necessary for a Volunteer to be absent and will need to ask another Volunteer to sub for them. Our group of people is cooperative in helping as they may one day need a sub. Many subs have been needed this summer as we had people traveling abroad as well as a couple of people having surgeries.

Our main objective is to welcome TCMC visitors, directing them to the areas they

want to visit. We issue passes to people wishing to visit patients, give directions to different locations in the hospital and handle any concerns visitors may have. Sometimes this entails figuring out which Administrator will handle their concerns.

We work closely with Security. They are always aware of any of our tissues we have dealing with visitors; not so much now that COVID is over, but at times a little backup is helpful. We in turn help Security at their desk when they are called away on an emergency.



Besides helping visitors, we have certain policies we must follow at the desk, such as safeguarding the privacy of patient information, knowing what rooms cannot have visitors, how many children (age appropriate) can visit. Latex balloons are not permitted in any patient rooms and no live flowers in ICU. We keep our computers and VOLTRAK running and replenish supplies at the desk.

At the start of each shift, a Census is acquired from the Registration Department. At the end of each day it is necessary to place the Census into a red folder and give it to Security, who in turn delivers it to Compliance.

We sincerely enjoy meeting and assisting visitors as they come to Tri-City Medical Center. These are often trying times and a smile and cheery response can make a huge difference.



Chair's Corner

Patients are the most important people in our world. All our interactions with patients and their families should be guided by a respect for their feelings and concerns. In an environment that often seems impersonal and overwhelming, we strive to restore a sense of individuality and uniqueness.

Volunteers meet a variety of people during their assigned shifts, like patients, visitors, physicians, staff, and other volunteers. Consider these people with whom you will interact during the day as guests. Many of these guests are in an unfamiliar setting and will come to you for guidance and direction. Look at this as an opportunity for you to create a feeling of hospitality for those with whom you come in contact.

A friendly smile or thoughtfully worded directions can only reflect favorably on the hospital and the volunteer program. If you are asked a question and don't know the answer, say so, but be sure you inform the guest that you will find the answer for him or her.

Volunteers daily offer guests countless acts of caring and kindness which are appreciated. Try to remember the following guidelines in all your interactions:

- ◆ When greeting patients, stop what you are doing, make eye contact, smile, and say hello.
- ◆ Take the initiative and offer to help - whether asked or not.
- ◆ Always respond to the patient or his or her family in a positive way without providing advice or counsel of a professional nature.
- ◆ Preserve the dignity and privacy of others. Never share patient information with anyone, confidentiality must be maintained.
- ◆ Every courtesy and consideration should be given to patients, their families and friends.
- ◆ Accept each patient as an individual with his or her own strengths, weaknesses, and needs, realizing that illness presents many problems, for the individual and the family.
- ◆ Show your professionalism.
- ◆ Dress and act with pride.
- ◆ Remember that positive actions receive positive responses.
- ◆ Make only complimentary comments about other staff and the hospital.
- ◆ Let others talk; show a sincere interest. Listen eagerly and with an open mind. Be receptive to comments, suggestions, questions, and complaints.

You are all valued members of the TCMC family and as such you are a driving force behind hospital guest relations. Your positive interactions with patients, hospital staff and each other make a difference. Keep up the great work!



Kathey Cramm
Second Vice President



Spotlight on Pet Therapy

Fall 2024

Beth Hulsart, Chair



The Pet Therapy teams have been sharing their dogs for many years. I know you have all had the opportunity to enjoy the change in the atmosphere as the dogs bring their enthusiasm and joy to our workplace. From the moment the teams leave their cars in the parking lot, the work of pet therapy has begun. We are often greeted outside by folks who are surprised and delighted to see the joyful approach of the wagging tails.

Once inside the doors, the dogs are totally focused on two things: meeting and greeting as many people as possible and getting to that final paycheck, dog treats in the gift shop at the end of the visit.



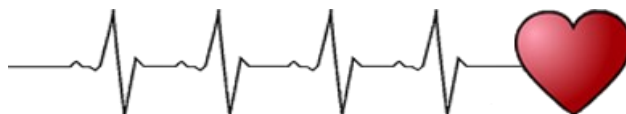
One of the things that makes our visits interesting is that there are no two visits that are exactly the same. We are fortunate to be able to roam almost at will throughout the hospital and respond to the people we meet. We often spend time in the Ortho/Neuro Rehab area – first getting a significant greeting from the nursing staff who are so enthusiastic about the dogs that they have set up their own “pay” station of yummy dog treats. From there, we travel from room to room delivering a bit of distraction from the challenges that patients face during the long days of their recovery.

As we work our way through the visit, we often respond to requests to visit areas for the staff as well as rooms of the patients throughout the building. We travel from the basement Employee Health Office to the Pavilion area where we are always fondly greeted by the nursing staff at the desks. In fact, over the last year especially, staff enthusiasm for the dogs has never been higher or perhaps more necessary.



Where we once were a team of more than twenty members, we are now down to twelve members and of those only eight are currently able to be active. We have added three new teams during the past years and that has been a great addition to our ability to serve the needs of the hospital. Also, one of our members who visits most frequently does so at an offsite area for Behavioral Health – Sue Harris and her dog Yadi.

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Spotlight on Pet Therapy

(Continued from Page 4)

Even with our reduced numbers, we did manage to do two pet parades last year – one for Halloween (you know we love the dress up occasions) and a second Holiday parade in December.

We would love to add new members and are always seeking them. The process of becoming a pet therapy team is lengthy and requires that you first do significant training that guarantees that your dog is consistently even tempered and well behaved. A team must also be a certified member of a recognized Pet Therapy group before they can apply to the hospital to join the Auxiliary. Once they have completed that series of steps, they then do additional on-site training with a member of the Pet Therapy team.



Hopefully, we will continue adding more teams as we move ahead. We would love to reinstitute the request cards for visits, which used to be available at the Information Desk. Unfortunately, our current numbers and irregularity of schedules make this system ineffective at this time. The best way to get pet therapy is to watch for us and step up to meet us as we walk the halls.



Paws Up and a Hearty Thank You, Mary Gleisberg

By Beth Hulsart



Mary brought excellent management and leadership skills to TCMC when she retired from her role as a local elementary school Principal. After leaving that leadership role, she looked for her next opportunity and TCMC was fortunate to have her take the helm of the Auxiliary where she served as President from 2017 to 2019. In this role, Mary became a driving force in the Pet Therapy program. She and Prince always captured the attention of visitors, family members, patients and, of course, the staff.

During her tenure as President Mary was instrumental in setting up the charity dog walks that spread the word about TCMC's Pet Therapy program far and wide. The walks also contributed substantially to funds for scholarships and other programs.

When we returned from the COVID break, Mary again took up the leadership reins and got Pet Therapy up and running again. This time it was more of a burden since the in-hospital link that was our resource was no longer available to the Pet Therapy program. Even so, Mary helped us to get going again.

It is with deep regret that we note that Mary has decided that she can no longer continue this leadership. But Mary's work with Prince and Sofia and her work for the Auxiliary will not be forgotten.



It Takes a Village and You Can Help!

Getting the Word Out

While the Tri-City Hospital Auxiliary Board has several important committees, the one that is near and dear to my heart is the Publicity Committee. Getting the word out about all the good we do and the value of volunteering at TCMC is no small task and definitely not a one or two person job.

Here is how you can help build for our future. Do you live in a community that publishes any kind of community newsletter? Please provide us a copy. Whether you have an old copy laying around or a brand-new edition, please print your name on the copy and put it under the TCMC Volunteer Auxiliary Office door when you come in for your next shift. If you get an electronic version, email it to Auxiliary@TCMC.com. All members participating will be entered in a drawing for a \$50 gift certificate. The drawing will be held at the end of November so get those newsletters to the Auxiliary. And thanks for your help!

Getting Involved

Are you an active go-getter? Do you participate in local or community organizations or special interest groups? Do you attend any local mixers (like bingo), belong to a gym or workout club, sports club, special interest group, church organization, local Chambers of Commerce, senior center or college or high-school alumni group? Are you a member of any community senior center or a member of a board (like an HOA) or business board?

If you are active in any of these areas, or other areas that provide a path to great people who might be interested in volunteering with the TCMC Auxiliary or if you know a place where we can post or leave information on becoming a volunteer on our great team please, let us know.

Send an e-mail to Auxiliary@TCMC.com with details. Include the name of the organization/group, the name of a contact person (you or someone in the group) and any additional information you feel will help us in our outreach efforts.

Every response will take us one step closer to our goal - Growing our team and sharing the value of volunteering with a great community organization!

Many Thanks,

Valerie
TCHA Board Member and Publicity Team Lead



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

Paul Grutisis
Kent Kessler

ICU

Sophie Mageras

Surgery

Cohen Ryan
Megan Strange
Tess Tran

Escort

Ann Moyer

Information Desk

Ana Carles

Registration

Alla Moller
Andrew Roelen

Gift Shop

Allison Tong



Remembering Birthdays

BIRTHDAYS! - Yes, we all have them and hopefully they are filled with lots of good cheer and fun times. Over the next few months a few of our fellow Auxilians have celebrated or will celebrate their festive day. Happy Birthday to all!



October

Peggy Anstey
Valerie Barros
Roberta Birchall
Kulpreet Chhokar
Shirley Daffer
Ali Elfarra
Eloise Nicosia
Rebecca Pacanos
Pamela Servais
Christine Sheets
Skyler Sorensen
Bonnie Stang
Kumiko Sycks
Amberlynn Urzi Tumino

November

Norma Aguilera
Linda Donahue
Kathryn Everhart
Sharon Hambly
Arleen McCartney
William Moore
Nancy Ogomori
Suzannah Saldana
Natalie Taylor
Joyce Toft
Anh Tong
Marguerite Voyemant
Daryl Wasano
Janice Williams

December

Kathleen Ahlfors
Catherine Brownie
Daisy Flores
Mary Foy
Elizabeth Galati
Mary Gleisberg
Bernadette McElliott
Jane Palmiotti
Saxon Rawlings
Judy Rice
Maria Riggan
Nancy Russian
Thomas Streeter
Moses David Vileta
Barbara Watt



Defeating Hunger in San Diego County

It is hard to believe but, hunger, or food insecurity as it is now called, is a real issue for 24% of San Diego County residents, that’s about 790,00 people. The San Diego Food Bank, along with community members like Tri-City Medical Center are doing their part to stem this tide.

During the first three weeks of November, TCMC and the Auxiliary will be participating in a food drive benefiting the San Diego Food Bank. Be sure to participate in our Food Fight Challenge described below and help us bring in the most food.

When planning your donation, here are some suggestions from the Food Bank. The “Most Needed” list includes non-perishable items like canned chicken & tuna, dry and canned beans, cereal, rice, peanut butter, canned soup, canned and dried fruit, canned vegetables as well as powdered milk and infant formula. In making your choice, please consider nutritional value and make items low sodium and whole grain when possible. Please be aware that the Food Bank CANNOT accept glass jars or homemade food items.

And now on to the details of our Auxiliary vs Medical Center FOOD FIGHT!

FOOD FIGHT CHALLENGE!!

Dates - November 1 through November 22

Place – Hospital Lobby area

Goal – Bring in more food than the hospital staff

Winners – Thousands of local food insecure people

We may be outnumbered but we are mighty!!



During this period TCMC is asking their employees to bring in **non-perishable** food items and place them in collection bins in the hospital lobby. Recognizing what a great cause this is, your Auxiliary has challenged TCMC employees to see who can bring in the most food items.

FOOD FIGHT CHALLENGE DETAILS

- Bring in your **non-perishable** food items (see list above) between November 1 through the 22nd.
- Place a blue sticker on **each** of your donated items. (Stickers are at the Information Desk.)
- Place the items in the donation bin marked for the Auxiliary! (There will be a separate container for Auxiliary donations).

During the drive we will track our donations and do our very best to win the **FOOD FIGHT CHALLENGE!**

Let’s all help our community beat nutrition insecurity!



Thank You, Security Team

We all like to be safe in our homes, our lives and where we work. This is something we should never take for granted. We are safe when we volunteer at Tri-City Medical Center in large part due to the watchful eyes of our hard-working security team.

To honor these loyal friends, the week of September 16 - 20 was designated Security Appreciation Week. In recognition of the importance of their contribution to our volunteering in a safe environment, our Auxiliary thanked the Security Team with some yummy Bundlets from Nothing Bundt Cakes.



We were only too happy to show our gratitude for all they do for us, our hospital visitors, patients, and staff. Each day they go above and beyond to make sure we are all secure, provide help beyond expectations, and make sure we know they will do anything to assist our volunteer work at TCMC.

Thanks, Security!



Flu Shots



Flu season is here, and all employees and volunteers are required to have their seasonal flu vaccination no later than November 30. TCMC is providing the standard vaccination free to all employees and volunteers. Please be aware that this is not the enhanced shot recommended for seniors. If you get your shot outside of TCMC you must bring proof to Employee Health Services.

Employee Health Services Regular Schedule—October and November

Monday – Friday
7:30 am to 4:00 pm
(Closed noon to 1:00 pm)

Special Days & Hours

Saturday, October 5
7:30 am to 4:00 pm

Saturday, November 16
7:00 am to 11:00 am

Friday, November 29
9:00 am to 1:00 pm

Volunteers choosing not to receive flu vaccine will be required to wear a mask from December 1, 2024 through March 31, 2025 when they are working.



Advocates Need Your Help

Making patients feel comfortable and cared for is something we all do. Our Patient Advocates take this responsibility a few steps further. They meet with each newly admitted patient with a caring spirit and a few little gifts.

Each patient is offered things like puzzles, pens, coloring pages and even sometimes reading glasses. The Auxiliary gives these items and would love your help by providing some supply. You could even get a tax deduction.

Here is what is needs:

Reading Glasses – Places like Dollar Tree offer a variety of frames and strengths. We need 2.00 to 3.00 strength glasses. They typically run about \$1.50 each.



Colored Pencils – While we can print pictures for coloring, we need a supply of short coloring pencils. We need the short (3½ inch) colored pencils. Amazon and other retailers are a good source.

Ball point pens – These are needed for both the Advocates and for patients. Any extra pens you might have would be helpful.



Your generosity is not only appreciated, but also tax deductible. Our Auxiliary tax ID number is 95-6055533.



Photos, Please



Our volunteers do great work. We need to capture their efforts in photos. Francis Crowley, your humble Historian, would love to receive your photos. Please remember to avoid including patients, visitors or any “confidential” information, such as a computer screen in the background. Email you pictures to Francis at ftcrowley@cox.net.

Many thanks.



Family History

A short while ago we met Tom and Kathy Nelson. While you may not recognize their names, they hold a special place in Tri-City Medical Center history. On February 29, 1964, Tom and Kathy welcomed their baby daughter Elizabeth Ann. In case you missed the importance of that date, Elizabeth Ann was the first Leap Year baby born at TCMC. We thank Tom and Kathy for sharing this with us and wish them the very best.



Helping the Auxiliary

Dick Robertson,
Ways and Means Director

As loyal Auxiliary members you are valued for your gifts of time, talent and caring concern for others. Those gifts make our Auxiliary a vital part of all that happens at Tri-City Medical Center. You help the hospital achieve its mission.

Your Auxiliary also has a mission and a dream to recruit new members and to increase both the amount and number of scholarships awarded to nursing students.

You can help us pursue this mission by donating to the Auxiliary General Fund, in addition to your annual dues. Please consider making a gift to the Auxiliary by providing a check made payable to Tri-City Hospital Auxiliary. If you want to be extra generous, you can donate \$1,000 and that will provide one nursing student scholarship in your name.

Other scholarship specific donations will be added to the general scholarship account. If you do not indicate scholarship in the check memo line, your donation will help with purchase of new equipment, recruitment, publicity, and payment of fees for technology. Your gift is tax deductible and the Auxiliary Tax Identification Number is 95-6055533.



The Auxiliary Board has dipped into the General Fund for several years in order to make the budget balance. A donation in any amount will help to balance the budget and make achieving the mission possible.



Auxiliary Gift Shop



Can it be time for holiday shopping already?! Yes!! The Gift Shop will be set up for fall and ready for your Christmas shopping experience by October 30th. To celebrate this season of giving, there will be lots of new and exciting merchandise for you to choose from.

Don't forget that all Volunteers receive a 20% discount off of most merchandise. You are not only getting great deals on wonderful items, you are supporting the hospital since all Gift Shop profits will be donated back to TCMC at the June 2025 annual meeting. Please come in and visit us soon. All our Gift Shop volunteers, including Debbie Johnson and Barbara Roth (photo), are awaiting your visit.



Holidays Near



Yes, the holiday season is fast approaching. Soon it will be time to “deck the halls” of Tri-City Medical center. If you are interested in helping with our holiday decorating day, please let President Bunny McElliott know with an email to BAMcelliot@tcmc.com. We will be sure to let you know the date when it is set.



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.

- ◆ Why are night nurses such bad dancers? Their circadian rhythm is off.
- ◆ You should always be kind to nurses. Remember, they choose your catheter size.
- ◆ What happens if you want alternative forms of medicine? You need alternative forms of payment.

Keep Smiling and Have a Very Happy Day!

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