



**Boca Raton
Regional Hospital**

BAPTIST HEALTH SOUTH FLORIDA

SEPT./OCT. 2019

InnerView

THE NEWSLETTER OF THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE

VOLUNTEERS ARE CORDIALLY INVITED TO
THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE'S

57th Anniversary Luncheon

TUESDAY, OCTOBER 22, 2019 | 11 A.M. – 2 P.M.

BOCA POINTE COUNTRY CLUB

Honorary Chair Lincoln Mendez, CEO, Boca Raton Regional Hospital, invites you to celebrate the Debbie-Rand Memorial Service League's 57th Anniversary. Tickets are \$25 per person. The luncheon begins with refreshments and appetizers. After lunch, enjoy a fashion show from our Debbie-Rand Memorial Service League volunteers and past-presidents, as well as a very special "Mystery Model" featuring fashions from our own D-RMSL Thrift Shoppe and accessories from our D-RMSL Gift Shop. Raffles and grand-prize drawings will conclude the event.

All volunteers have been sent a personal invitation and reservation form. Additional information is available in the Volunteer Office. Grand Prize tickets will be offered for purchase in the Volunteer Office daily during business hours and the cafeteria on Monday through Friday from 11:15 a.m. to 1:15 p.m. Raffle tickets can be purchased at the luncheon.

Family and friends are welcome.
If you are unable to attend,
you may wish to make a donation.



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MEMBERS CORNER

MEMBERSHIP REPORT: JULY 2019

Active Members

General: 354

TAV: 120 | College: 73 | Life: 11

Inactive Dues-Paid Members

General: 188 | College: 99

Life: 129

Total: 974

Hours Report:

TEENAGE VOLUNTEERS (TAV):

1,328.51 hours

107 TAVs

COLLEGE VOLUNTEERS:

941.47 hours

65 volunteers

ADULT VOLUNTEERS:

8,360.20 hours

342 volunteers

TOTAL:

10,630.18 hours

514 volunteers

MEMBERSHIP REPORT: AUGUST 2019

Active Members

General: 353

TAV: 116 | College: 72 | Life: 10

Inactive Dues-Paid Members

General: 194 | College: 102

Life: 130

Total: 977

Hours Report:

TEENAGE VOLUNTEERS (TAV):

1,500.48 hours

116 TAVs

COLLEGE VOLUNTEERS:

763.09 hours

58 volunteers

ADULT VOLUNTEERS:

7,966.96 hours

355 volunteers

TOTAL:

10,230.53 hours

529 volunteers



Making Headlines

Making Headlines is an effort to keep all of our employees, physicians and volunteers informed about news regarding the Hospital.

This section provides you with a list of recent press releases that have been submitted to the media, as well as to our local civic leaders and government representatives.

To review any of our press releases online, visit BRRH.com. You'll find all of our current announcements on the home page.

July 30, 2019

Baptist Health South Florida is the Most Awarded Healthcare System in South Florida for 2019–2020 by *U.S. News & World Report*



A Message from Your President

The past several months as President of the Debbie-Rand Memorial Service League have been very fulfilling for me. The help I have received from the Board officers and many volunteer members has been especially gratifying.

We have made some changes for the future as the Anniversary Luncheon will move this year to Boca Pointe Country Club. Please save the date of October 22, 2019 for this events.

We have also changed the League's fiscal year to coincide with the Hospital, the Foundation and our partner Baptist Health South Florida.

Please take a minute to meet your Board officers who are introduced in this issue of the *InnerView*. In the next issue of the publication, you will have the opportunity to meet the balance of your Board.

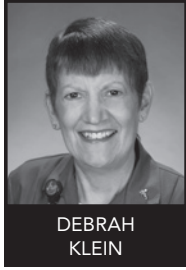
I want to offer a special welcome to Lois Ackner, as our new Volunteer Manager and to Tiffany Ewald, who will be working in the gift shop.

I hope that all our volunteers will always know how very much we appreciate all of their efforts on behalf of the Hospital.

Robert L. Schattner

President of the Debbie-Rand Memorial Service League

September Volunteer of the Month



DEBRAH
KLEIN

Debrah Klein, a grandmother of nine, has always loved being with babies, and after she retired in October 2014, she began volunteering in the Boca Raton Regional Hospital nursery. "Tuesday is the best day of the week for me, it's my happiest time when I'm in the nursery," Debrah said.

Her duties there vary from giving bottles to babies, changing diapers, helping with baths, bringing babies to their mothers and any other tasks that will help the nurses. Debrah also loves interacting with the new mothers, fathers and grandparents.

She also spends many hours knitting a wide variety of baby hats and will take requests for special colors or styles. Every baby leaves our hospital with a knitted hat.

Debrah moved to Boca Raton 33 years ago from Detroit and has lived in Delray Beach since 2015 with her husband of 49 years. She raised her three sons in Boca and they all graduated from the University of Florida. She takes advantage of having her children and grandchildren nearby.

Debrah loves reading, Mah Jong and especially travel. She is very proud of having earned over 1,700 hours as a Hospital volunteer.

October Volunteer of the Month



CAROLINE
CAPUTO

Caroline Caputo worked for Boca Raton Regional Hospital as both a customer service representative in the collections department and later as the collection supervisor. In those positions, several volunteers reported to her. Caroline says, "They were just awesome and I loved working with them."

So after her retirement when she needed something to do, she decided to return to the Hospital as a volunteer. She applied in February 2006 and was assigned to the front desk issuing visitor passes. Caroline has found her position very rewarding as she interacts with many different people each shift. In her job, she checks visitors' credentials and advises them of patients' room numbers. Being a volunteer for over 13 years has earned Caroline over 2,700 hours of service.

She and her husband live in Deerfield Beach. Their blended family lives in Wisconsin, North Carolina, Bonita Springs and New Jersey. They enjoy traveling and visiting with children and grandchildren. The couple also loves to cruise and visit foreign countries. Her other joys are bunco, lunch dates with friends, shopping and decorating her home.

Welcome New Volunteers

Nick Altman-Vallejo
Dana Aranosian
Medjie Assad
Arielle Ayote
Camila Barvo
Milton Berg
Dawning Blunt
Kenneth Boyarsky
Denise Broadhurst
Trisica Brown

Anicia Castro
Debby Cotter
Merle Daddario
Sherry Doninger
Nicolas Duarte
Thaynann Felix
Kylie Forsyth
Atalia Hernandez
Sthelie Jean
Ashley Joseph

Catherine Kaiser
Carol Ketover
Richard Ketover
Madeline Lore
Jessica Martin
Kwan Michel
Wendy Ortega
Debbie Overholt
Nancy Raithel
Carol Russo

Michael Sanchez
Marty Schandelson
Sariningsih Saraswati
Judy Silverman
Kenneth Solomon
Jenny Sylvestre
Rebeka Velasque

Meet Your Board Officers



Nona Goldstein,
First Vice President

Nona Goldstein has been a volunteer for nearly 15 years and primarily works in the Gift Shop doing special projects. She also knits hundreds of newborn baby hats. Her service to the Hospital totals over 4,500 hours. Nona has served as Assistant Treasurer of the Board. This year, Nona will co-chair the 57th Anniversary Luncheon at Boca Pointe Country Club.



Victor Shames,
Treasurer

Victor Shames has been a Hospital volunteer for nearly four years, and for the past two years, has served as Treasurer. Victor also has volunteered in the Hospital's Payroll Department. Prior to relocating to South Florida, Victor was the Chief Financial Officer for an international steel trading company for nearly 30 years.



Barbara Gideon,
Assistant Treasurer

Barbara Gideon served as President and Treasurer. She is also the League's Membership Chairman and has been both Volunteer of the Month and Volunteer of the Year. Barbara volunteers at the Lynn Cancer Institute and in the Volunteer office. She knits baby caps for Hospital newborns and has over 13,500 volunteer hours in her years of service to the Hospital.



Eileen Carlins,
Corresponding Secretary

Eileen Carlins has been a volunteer since November 2007 and has logged over 7,200 hours of service. She has held positions on the League Board, including Assistant Treasurer. Eileen works as a secretary in the Volunteer Office and also assists in the Volunteer Treasurer's office. She conducts monthly adult orientations and has co-chaired the Holiday Open House for several years.

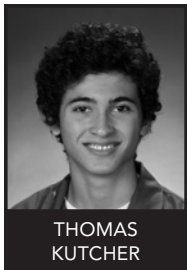


Sherry Thomas,
Recording Secretary

Sherry Thomas is past President of the League and also served in other positions and committees. She now volunteers in the Marcus Neuroscience Institute in both the ICU and step-down, as well as, the Thrift Shoppe. Previously, Sherry volunteered at the Lynn Cancer Institute. Sherry was also part of the committee that helped select our new strategic partner, Baptist Health South Florida.

TAV Spotlight

D-RMSL Teenage Volunteer Service Excellence Award



Thomas Kutcher saw firsthand the wonderful work that takes place at our Hospital when his father was a patient at the Marcus Neuroscience Institute. When he visited his dad, the nursing staff encouraged him to become a volunteer. As a result, he has been volunteering at the Hospital for one-and-a-half years and has accumulated over 160 hours of service.

Thomas volunteers both in the gift shop and as a Marcus Care Partner on the second floor of the Institute assisting both patients and nurses. He also works on the Hospital's ninth floor with the neuroscience patients.

This year, Thomas starts his senior year at Boca Raton High School and plans on studying biomedical engineering in college. His career goal is to be able to develop new medical technology.

Lois Ackner

New Volunteer Services Manager

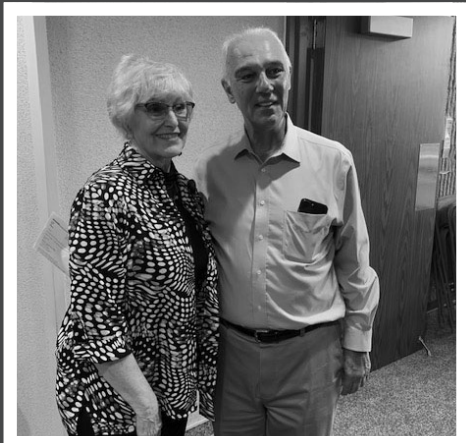


Lois Ackner was promoted to Volunteer Services Manager. Lois previously worked as the Debbie Rand Memorial Service League's Gift Shop Manager. In her new role, she will be responsible for assisting with volunteer placement, schedule changes, volunteer communication and other duties related to our volunteer program.

We would also like to welcome our new Gift Shop Coordinator, Tiffany Ewald. Congratulation to both of them.

Farewell Dorothy Dufresne

The Debbie-Rand Memorial Service League bids Dorothy (Dottie) Dufresne a fond farewell at her retirement celebration. We wish her much happiness in her retirement.



Art of Recovery

The Art of Recovery program introduces therapeutic art methods as a way for patients to rediscover their identity as much as possible while coping with the challenges of stroke-related events and other neurological disorders. The classes are held every Wednesday from 6:15 p.m. to 8 p.m. Art of Recovery volunteers visit the Marcus Neuroscience Institute and floors 4, 5, 6 and 9 offering coloring, painting and activities. This exciting session helps our patients recover with art. If you would like to volunteer with the Art of Recovery, in addition to your volunteer shift, contact Cassandra at cgioia2014@fau.edu.



Mandatory Flu Shots

Boca Regional's policy states that flu shots are mandatory for all volunteers. The Centers for Disease Control and Prevention, recommends annual influenza vaccination for all individuals six months of age and older. Mandatory healthcare worker's vaccination is endorsed by several national medical societies.

All volunteers must provide proof of receiving a flu shot **no earlier than August 2019** or they will not be allowed to volunteer during flu season (December 1 through April 1). Volunteers who choose not to receive a flu shot for religious or medical reasons must complete an exemption form, which can be obtained from the Volunteer Office. Volunteers who work in patient-care areas who are granted an exemption will be required to wear a mask while performing their duties throughout the entire flu season.

Flu shots are covered by most health insurers and Medicare and are generally available at physicians' offices and pharmacies. Shots will be administered at the Hospital on a limited basis for volunteers who are unable to obtain them elsewhere. All volunteers must submit to the Volunteer Office either proof of receiving a current flu shot or a signed exemption form no later than December 1. **Please note: The nasal vaccination will not be accepted and the use of a mask will be required.**

Upon submitting proof of receiving the flu shot, volunteers will have a designation sticker affixed to their Hospital identification badge. If you have any questions, please contact the Volunteer Office at 561-955-4098. Thank you for your cooperation in adhering to our important policy.



Sound Machine

Sound machines have been introduced at Boca Raton Regional Hospital's Marcus Neuroscience Institute in order to create a calming experience for patients. Research has shown that white noise reduces stress and anxiety.

The machines were donated by the Debbie-Rand Memorial Service League and play sounds of the ocean, rain or nature which are very soothing for patients.

SEPTEMBER

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

OCTOBER

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

SEPTEMBER / OCTOBER 2019 Meetings, Events & Important Dates:

LABOR DAY

MONDAY, SEPTEMBER 2

GRANDPARENTS DAY

SUNDAY, SEPTEMBER 8

PATRIOT DAY

WEDNESDAY, SEPTEMBER 11

ROSH HASHANA BEGINS

SUNDAY, SEPTEMBER 29

YOM KIPPUR BEGINS

TUESDAY, OCTOBER 8

COLUMBUS DAY

MONDAY, OCTOBER 14

HALLOWEEN

THURSDAY, OCTOBER 31



Masquerade Sale

The Debbie-Rand Memorial Service League is sponsoring a \$5 jewelry and accessories sale in the Education Center, Classroom B on Thursday, October 24 from 7 a.m. to 4 p.m. and Friday, October 25 from 8 a.m. to 4 p.m. Acceptable forms of payment are cash, credit card and payroll deduction. A portion of the proceeds benefit Boca Raton Regional Hospital.



Shining Star

Recently, the Christine E. Lynn Women's Health and Wellness Institute received a note from a patient regarding Rachelle Schaffzin, a volunteer at the Women's Institute since January 2016. The patient commented that Rachelle is "friendly and helpful." Amie Brunton, Manager, Patient Access, stated, "Our volunteers mean so much to us and to our patients."

To Our Veterans

Boca Raton Regional Hospital is planning to salute our veterans this Veterans Day, Monday, November 11, 2019 with a special ceremony that will take place outside of the Hospital by the pond, near the flagpole at 11 a.m. During the event, we will announce the names of our valued veterans. The names will also appear in the ceremony program.

Are you a veteran of the U.S. military? If so, with your permission, we would like to recognize you at the Veterans Day ceremony. Submit the following information to the Auxiliary Office by October 30:

Name, rank, branch of service, years during which you served, country/area/unit in which you served and conflict(s) wherein you served, if any.

Boca Raton Regional Hospital salutes our veterans. We thank you for your service.





Stop by the **Debbie-Rand Gift Shop** to see our new merchandise, special sales and periodic trunk shows.

Monday – Friday: 9am – 8pm
Saturday and Sunday: 8am – 4pm

Located in the Hospital Lobby
800 Meadows Road, Boca Raton, FL 33486
Phone: 561.955.4100



Safety Matters: Volunteer Trivia

D-RMSL is committed to ensuring our volunteers have the knowledge needed to keep themselves and our patients safe. As part of this commitment, we will provide a safety question in each edition. These questions represent what a volunteer may be asked by The Joint Commission surveyor during a visit.

Congratulations to Noel Brown, who correctly answered last edition's question: **True. To be compliant with the hand hygiene policy, volunteers must always wash their hands or utilize a foam station when entering/exiting a patient's room, even when performing non-contact tasks.** Contact Aimee Yahn-Carmichael for your prize!

This edition's trivia question: **The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that sets rules to protect patient information. HIPAA allows us to only share patient information for TPO purposes. What does TPO stand for?** The first person who emails Aimee at ayahn-carmichael@brrh.com with the correct answer will win Cinemark Platinum Supersaver movie tickets. Good luck!



Amazon Smile

Are you an online shopper? Shop on Amazon.com and support the Debbie-Rand Memorial Service League. Amazon Smile donates 0.5% of the price of your eligible items to the League when you shop.

STEP 1: Visit www.smile.amazon.com.

STEP 2: Log in or create an account.

STEP 3: Select the Debbie-Rand Memorial Service League as your charitable organization of choice and shop for your favorite products.



You'll Celebrate the Treasures You Find

Stop by the **Debbie-Rand Thrift Shoppe** for all the sales and to take advantage of great deals.

Monday – Saturday: 9am – 4pm

903 Meadows Road, Boca Raton, FL 33486
Phone: 561.395.2208





Boca Raton Regional Hospital

BAPTIST HEALTH SOUTH FLORIDA

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All Boca Raton Regional Hospital employees and volunteers will receive a 10% discount on all purchases made in-store or over the phone (some exclusions do apply). Also, five percent of the sales are donated to the Debbie-Rand Memorial Service League.