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News for Volunteers

Remembering Rena Marchand

Rena Marchand passed away on March 16, 2024, after bravely battling cancer. When reflecting upon her life, it's natural to think of her many accomplishments:

- earning master's degrees,
- working as an engineer for Digital,
- founding Ye Olde Thrift Shoppe, and
- thriving as a successful realtor.

However, what truly stands out about Rena is not just her professional success, but the impact she had on those around her. Rena had a remarkable ability to bring out the best in people. She always saw greatness in others and worked tirelessly to ensure it was not only noticed but also received the recognition it deserved.



We will always remember Rena for her infectious laughter, her radiant smile, and above all, her kindness and friendship. Talking to her closest friends reveals just how deeply she touched the lives of those around her. It's difficult to accept that we'll never hear her laughter again nor collaborate on another project together.

Rena was the epitome of what the meaning of friendship is. Being in her company, I always felt accepted, loved, understood and supported. Whether we were working together at YOTS, attending a concert at the Savannah Center or going out to eat at our favorite seafood restaurant, Rena's warmth and her engaging personality always made me feel so grounded and so very happy. I miss you dear friend. – Pat Wesolowski

What's Inside

Page 2	News from Lou
Page 3	President's Update
Page 4	Daisy Award Winner
Page 5	YOTS Update
Page 6	Kudos Korner
Page 7	On Change...
Page 8	Planning Ahead
Page 9	Gift Gallery
Page 10	Foundation News

(Con't. on pg. 6)



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Feedback: We need to know what you think, what you want to hear, and what you are doing! Send email to the editor: juo0625@gmail.com.

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This newsletter is dedicated to the hardworking volunteers at UF Health The Villages® Hospital

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News from Lou



A belated Happy Easter to each of you and I hope it was a meaningful season. This is also the time when we see a lot of young families in The Villages enjoying their spring break and their families. On Saturday, March 23, the Auxiliary participated in the Town of Lady Lake "Eggstravaganza." It was a great event and

a beautiful location for the kids to play games, hunt for Easter Eggs and there was also a large inflatable slide. We had our tent, table and a game where kids spin the wheel and win a prize. Thanks go to Ron and Nancy Pfeffer for getting up early on a Saturday to bring the tent, table and chairs to the park and to Mary Gentile and Jeanne Wandall for hosting the game table and interacting with the kids all morning. It was a fun time!

On April 17 and 18 a company named Vizient will be at the hospital conducting a mock investigation to help us prepare for a future Joint Commission visit. In the past volunteers have had some interaction with the investigators. If that happens to you, remain calm and if you don't know an answer to their questions, just say you'll get one for them.

Remember the following rules: cups should have lids on them, no gloves in the hallways, check out the back of your badge where the RACE and PASS acronyms are defined, smile, offer help and "sparkle". In one of our previous inspections there was a comment that the volunteers "sparkled." And always exhibit "GATOR"; G-greet positively; A-anticipate needs; T-talk about what's next; O-offer to help; R-review the situation. If you can review our Handbook that would be good too.

Skill set reviews are taking place now for nursing staff and we need volunteers to role play and assist in the refresher training. Dates of the reviews are April 9, 23, May 7, 21 and June 4, 18. Shift times are 1:00 to 5:00 p.m. and 5:00 to 9:00 p.m. If you think you would enjoy participating please either email or call me with the date and time you can help.

Recently all departments held in-service meetings. If you were not able to attend one of the meetings, it's important that you complete the package of information that your department chair will be giving you. Also we have quite a few volunteers who are late taking their ARCE. Please make certain you are not one that is late. ARCE is given every Tuesday from 7:30 to 11:00 a.m. in the computer room on the third floor of the East Campus. Thank you for being in compliance with all volunteer requirements.

A special thank you goes to our volunteer chaplains for continuing to provide spiritual care to patients, their families and our staff without our Lead Chaplain Joe Maher. We will soon have a new Lead Chaplain on staff.

Watch your email for the invitation to our Appreciation Luncheons for all our Active Volunteers. The dates are April 17, 19, 22, 23 and 25 at Palmer's Legends Country Club. Sign up in the Day Captain's office or at YOTS, depending on where you volunteer.

As always, I'm so grateful to each of you for your service and support. March was a sad month because of the passing of Rena Marchand. She was such a vibrant, smiling, energetic person and was such a benefit to the Auxiliary for almost 21 years. One of her major accomplishments was helping the Auxiliary have a thrift store. That was her first love! I will miss her greatly.

Our President Shares



Gloria Counselman
Auxiliary President

Wow, it's April already. Hope you had nice Easter visits with family and/or friends if you had the opportunity. Rather than think about April 15 and tax day, I want to think about National Volunteer month and all the great volunteers we have at the hospital, Thrift Shoppe and the freestanding ER. You make such a difference no matter where you volunteer and I'm proud to work alongside all of you. I believe we still have some of our first volunteers in our ranks. Think of the changes some of them have seen. Some have volunteered in the same department since they started and others have branched out and tried many different areas.

I hope you have already signed up for a "thank you" luncheon date at Arnold Palmer's Country Club. If not, check with the Day Captain's office to see if it is too late. Maybe you will be lucky enough to be at a luncheon where one of our annual awards is presented. If you nominated someone this year, thank you for taking the time to do that. If not, please think about nominating someone next year.

Congratulations to all of our Award Winners, and really, to each of you for volunteering and making a difference EVERY time you show up to serve! Saying "Thank You" never seems like enough!!

Did you play an April Fool's joke on anyone this year? You're never too old and isn't it fun to say "Gotcha" to a grandkid if they are near? I think the best I have ever heard was on a radio station in Oklahoma City. The team colors of Oklahoma University are crimson and cream. About 5:00 a.m. on April Fool's Day the local DJ announced that OU was changing their colors to charcoal grey and hunter green and there would be an official news conference at 8:00 to make the announcement. The phone didn't stop ringing. Some bemoaned the change and others thought it was a great move because every Sooner fan would have to buy new team gear. What a boon that would be for the local shops and the university. I don't think anyone called in to say it was an April Fool's joke – or at least they didn't let those calls on the air. At 7:30 the athletic department called the radio station and asked them to please deny the report and explain the joke. Their phones had been ringing non-stop.

April showers bring May flowers so it's no surprise that **National Find a Rainbow Day** falls during the month of April. That makes me think of a former volunteer, Mary Dolph, who loved rainbows so much and reminds me of the rainbow bags they gave to everyone who joined the family at the Rec Center to celebrate Mary's life. Of course, we can celebrate current volunteers along with those who are no longer with us during National Volunteer Month. It seems we are losing so many of our treasured volunteers at this time.

Just a few other celebrations I found online:

- ✱ **National Peanut Butter and Jelly Day – April 2**
- ✱ **National Siblings Day – April 10 (was my brother's birthdate)**
- ✱ **National Animal Cracker Day – April 18**
- ✱ **National Get Organized Day – April 26 (Have you seen my office? Now I have a goal.)**
- ✱ **National Therapy Animal Day – April 30**

Check the internet to see which days you might choose to celebrate.



Until next time,

Gloria

Meet Our Newest Daisy Award Winner

The DAISY Award is a recognition program to celebrate and recognize nurses by collecting nominations from patients, families, and co-workers. It is run by our partners as a way to thank nurses for the care and kindness they provide.

Here is the nomination: "My 98 year-old mother was a patient at UF Health The Villages Hospital for five days. We arrived as an admit from the ER. Upon arrival my mom and I were very anxious and distressed.

We were introduced to nurse Joni Sandgren. She immediately presented herself in a professional and confident manner, reassuring us that her responsibility was to make our stay as comfortable and pleasant as possible. She went about her duties in a very knowledgeable and caring manner daily.

Every day she entered the room with an abundance of energy and a cheerful spirit. Each time she had to address an issue she did so in a manner that was understandable to both me and my mom. Once my mom was approved for a more solid food diet, Joni would pop into the room with a much-appreciated milkshake and a few walnuts. Again, with a smile on her face and encouraging my mom to eat to regain some strength.

One afternoon my mom awoke after a long nap. She became very combative and began attempting to get out of bed. I rang the call bell and Joni arrived immediately. I was shocked by this behavior as I had never seen conduct of this nature from her. I cannot even begin to describe to you how impressed I was with the way this situation was handled. Joni not only was dealing with my mom but showed compassion and concern for me as a daughter/caregiver. She reassured me that this was not uncommon and she and her team could handle it. I watched in amazement at the skill and control demonstrated by Joni and her assistants. When they finally got Mom settled, Joni recognized that I was distraught and in tears. She comforted me and suggested I take a break and leave the trained staff members to manage my mom for a while.

I decided to return home. Almost immediately upon my arrival home my phone rang. It was Joni. She had my mom on the line. Mom was back to her old self and apologized for the stress she caused. I returned to the hospital and what was an unsettling situation was resolved in the most caring manner possible...not only for the patient but for the caregiver. I found this to be an act of a nurse going beyond the normal call of duty.



Joni W. Sandgren, RN, BSN

After five days in the hospital my mom was scheduled to be discharged. There was some sort of issue obtaining Home Health Services that was resulting in my mom possibly having to stay another night in the hospital. Mom was very sad and distressed over this fact. Joni recognized my mom's disappointment and again stepped in. She made the necessary calls to get the paperwork in order to avoid an additional night's stay.

When we departed the hospital, my mom was teary-eyed and forever grateful to Joni. We both just embraced her and expressed our eternal gratitude for helping us through this difficult time.

The opportunity to witness the skill and talents of such a gifted nurse was truly rewarding. Her leadership skills were evident and each team member worked at meeting all expectations...professionals from beginning till the end of our stay."



Spring Is In the Air



by Nancy Cummings
Staff Writer & Historian

At first glance, this appears to be a florist's shop but actually it is the back room of Ye Olde Thrift Shoppe on any day when the floral bins are overflowing.

Donated flowers of all types are continually added to plastic bins in the pricing area. When the bins are full, home goods pricers gather the flowers, add colorful vases from the garden shelves and assemble beautiful arrangements to be used in home décor. At right, volunteer Sue Brannon has grouped all of her florals by color to see what she has to work with and is adding them to vases to be priced and moved to the sales floor.

The results:



Come Shop with Us!
Tuesday - Saturday
10 AM to 4 PM

Thinking about *Spring* cleaning?

Consider donating gently used Clothing & Furniture to our

Ye Olde Thrift Shoppe

**We accept donations Monday to Saturday from
10:00 AM to 3:00PM!**

Donations accepted at 106 W Lady Lake Blvd, Lady Lake, FL 32159 Furniture Pickup: Call 352-571-9785

Remembering Rena Marchand (con't from p. 1)

Rena was a very special lady. She was a friend and a mentor. Not long after I began volunteering with YOTS, she took me under her wing. I didn't realize that she was grooming me for bigger things. She started by asking me if I'd like to take over the service award pins for YOTS, which made me a member of the YOTS Steering Committee. Then, she asked me to be a representative (along with her and Kathy Greenfield) on the Auxiliary Department Chair Committee. All the while, she had a plan, which I was unaware of. When she decided to retire from the Chairperson of YOTS position, she approached me with her sweet smile and voice, and said....."I would like you to take this position." How could I say NO? So, here I am! Even after I took the position, she was always only a phone call away. Whenever I called her, she had the answer readily at her fingertips.

When we started the new cash register system, she put together our training program and when there were problems, she spent hours on the phone with the company to straighten things out. I will miss her smile, her laughter, and her total love and dedication to the Hospital Auxiliary. Rena, thank you for being you and I hope I've lived up to your expectations. You are loved. – Beth Malak

An Ad for Choosing the Perfect Friend

- *Have a problem - call Rena*
- *Need great advice - call Rena*
- *Want to hear a great laugh - call Rena*
- *Need a great dessert- call Rena*
- *Having a bad day - call Rena*

She was the answer to so many things, and I'm wondering if anyone that special will ever walk into my life again. My courageous OPO (oh perfect one), you made our lives much richer with your kindness and love.

Thank you! – Karen Harkins

Rena's memory will continue to live on in the hearts of her friends and community, a testament to the beautiful person she was. She was generous with her time in serving our hospital. She was one of the very first volunteers and served over 20 years with over 12,000 hours.—Elena Goulet

Kudos Korner

Joan Hanosek of the Patient Experience Department personally makes many calls each week to discharged patients to obtain their thoughts on the care they received at our hospital.

Over the past several years she has received a lot of feedback...some not so great. She's happy to report a significant change in what patients are saying about their care at The Villages Hospital.

Most of what she hears now is along the lines of what you see to the right.

What we're doing IS working and although it may be some time before our ratings reflect this (because, as you may recall from an article we had within the past year, the ratings published are reflecting what has been reported several months to years in the past), our ratings will reflect these types of remarks in time!!



Does Anything Ever Stay the Same?



by Phyl Kasian, Contributor

Have you ever had a great experience that you try to replicate but it's not quite the same?

Change is always occurring but at the same time, most of us are change adverse. This change applies to every facet of life. Let me give you a few examples:

- **Relationships:** a relationship is never standing still. It's either growing or decaying. All relationships need to be nurtured - inattention causes distance
- **Our Bodies:** If we neglect to exercise our body it weakens and then begins to break down
- **Our Minds:** If we stop learning new things and cease to challenge our thinking and reasoning pathways, we will start to lose that mental sharpness we once had.

Likewise in business, leaders must understand that no matter how successful their current strategy may be, it has a limited life span. Adapting to change is crucial to staying relevant and sustaining growth. Think of McDonald's and Amazon – they are always evolving.

The challenge with changes comes from our tendency to see them as problems rather than opportunities for learning and growth. Most people prefer to stick to what they know rather than learning about what they do not. We are put in a stage of uncertainty, unsure of the end result.

YOTS and the Villages Hospital are real life examples of this dynamic. I think back eight years ago when I started volunteering at the thrift shop. I see how our policies and procedures have improved and evolved during this time period. The old ways of doing things matured and were superseded by newer more efficient ways. We didn't always get it right but after these transitions we ended up in a much better place.

As difficult as it will be, we can all take comfort in realizing change is good. Nothing worthwhile in life is easy. In the end, we learn new things and understand ourselves better in the process.

Annual Mandatory ARCE TESTING
Open every Tuesday
7:30 –11:00 a.m.
Come to the third floor of the East
Campus Building. Testing room is to the
left as you exit the elevator.
The testing will be available for anyone
who has not taken his or her ARCE this
month or if you missed your ARCE within
the last year.
For questions or concerns, call the
Auxiliary Office at 352-751-8061.

Planning Ahead...



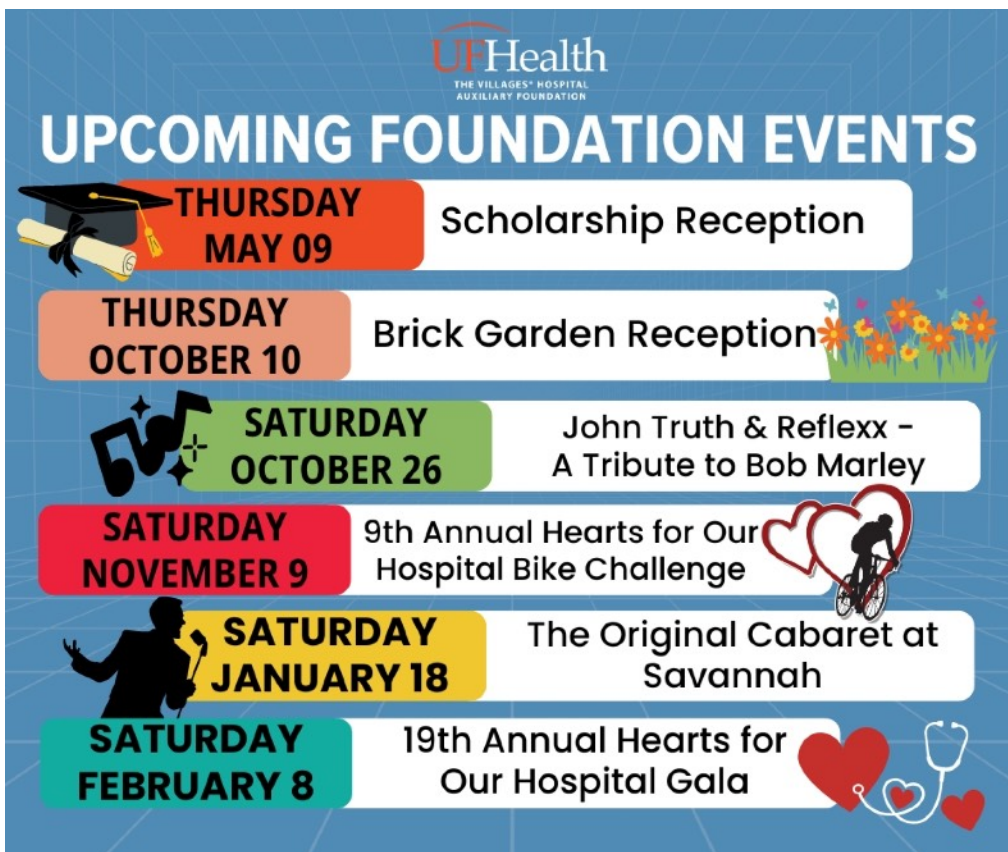
Volunteer Appreciation Luncheon
Let's Celebrate Our Stars

21
YEARS!

We look forward to seeing you at
Palmer Legends Country Club


APRIL
Wednesday 17 - Friday 19 - Monday 22 - Tuesday 23 - Thursday 25
11:30 A.M.
Please **RSVP** by Wednesday, April 10


The sign up sheet for **Hospital Volunteers** will be located at the **Day Captain's Office**.
If you volunteer at the **Brownwood ED** please call the **Day Captain's Office**.
YOTS Volunteers the sign up sheet will be at the **Ye Olde Thrift Shoppe!**





UFHealth
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UPCOMING FOUNDATION EVENTS


 **THURSDAY**
MAY 09 Scholarship Reception

THURSDAY
OCTOBER 10 Brick Garden Reception 

 **SATURDAY**
OCTOBER 26 John Truth & Reflexx -
A Tribute to Bob Marley

SATURDAY
NOVEMBER 9 9th Annual Hearts for Our
Hospital Bike Challenge 

 **SATURDAY**
JANUARY 18 The Original Cabaret at
Savannah

SATURDAY
FEBRUARY 8 19th Annual Hearts for
Our Hospital Gala 

Gift Gallery Update



On a recent visit to the Gift Galley, I discovered many new items including the cutest “stuffies” I’ve seen in a while!

I was also lucky enough to congratulate Jo Ann Halb who is celebrating her 21st year as a Volunteer...all of them in the gift shop! Congratulations Jo Ann!

Gift Gallery Hours
Monday- Friday 9 - 4
Saturday 10 - 3

by Judy Oliver
Hummingbird Editor

Stop by soon to see everything that’s new!!



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