



Ambassador's Voice

NE District, Northside Hospital-Forsyth, 1200 Northside Forsyth Dr., Cumming, GA 30041



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Spring 2016

THE PRESIDENTS DESK

Judge. Pilot. Professional model. Psychologist. Geothermal home builder. Turf technician. Nurse. Military officer. NYC Rockette. Small business owner. Giant corporation CEO. Travel agent. Police officer. And the list could go on and on. What do all of these paying jobs (and hundreds more) have in common? They were actually held by folks who are now serving in our NHF volunteer community. I've been thinking a lot about that over the past few weeks, the depth of our work and life experiences, how they so enrich everything we do for the hospital.

Patients and their families are usually pretty stressed and /or anxious about having to come to the hospital; they may not always be as respectful as we deserve. Even staff may take us for granted or be less civil than called for from time to time. Someone said to me the other day that if they only knew what careers we had, they might be more courteous. Perhaps. But it is to your credit that, whatever the circumstances, you consistently provide a level of excellence and service that I think is unmatched in any other hospital. I believe it is your work and life experiences that give you the knack to handle every situation here. I am grateful for each and every one of you.

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April is National Volunteer Appreciation Month. Thank you for being dependable in your assignment, doing "whatever it takes" to help patients, family, staff and other volunteers; and doing it with a smile. Your value to this hospital is beyond measure. So keep on keepin' on Volunteers. And many thanks!

Sharon (Shari) Durant, President

Once a year the Auxiliary holds its annual awards luncheon to recognize milestone hours and years of service by Volunteers. The specific hours (100, 300, 500, 1,000 and above that in increments of 500) and years (5, 10, 15, etc.) are recognized with pins. The hours and years of service are calculated as of December 31 each year.

Those who attended the awards luncheon this month received their pins. If you were not there, please feel free to stop by the Volunteer Office (Suite 110, 1400 Building) to pick up yours. And congrats on your achievements.



The time you spend volunteering at NHF = the hourly and yearly award pins you receive at the luncheon.

Ancient NHF History : we used to sign in on a paper log sheet with all the volunteer names listed. These paper sheets were collected and someone manually put your hours into a master sheet to track how many hours each volunteer worked in a year. Believe it or not, some people never signed in at all. Most signed in, but would often forget to sign out. All one had to do was put time-in, the department and the time-out. Well, that ancient history was just 7 years ago when I started volunteering at NHF. Shortly after I started the time was put onto a sign-in screen in the computer. The volunteer software keeps track of your hours for the day, week, month and accumulates totals for every department in which you worked since you started volunteering.

Make sure to enter your PIN, then select the department you are working. Sign-in and don't forget to sign-out. What is that you say? Sometimes your department is not displayed, your PIN does not work, or the sign-in screen is Down? If you do not see your placement (department) on the sign-in list, make sure to select "Special Projects" so your hours will be recorded. Then, immediately leave a note or go by the Volunteer Office when it is open and let us know the placement is missing or the problem you are having. If the sign-in screen does not recognize you, is down or the computer is down, then use the paper forms provided next to the computer screen to record your time. Always record your time! When using the paper "Time Correction" fill in all the lines. Every line is needed to properly record your time; except, the comment line, which is optional. See below:

<input checked="" type="checkbox"/> Time correction	<input type="checkbox"/> Extra hours
Name: _____	Required _____
Placement: _____	Required _____
JOB Date: _____	Required _____
Beginning time: (HH:MM) _____	Required _____
Ending time: (HH:MM) _____	Required _____
Total Hours for entry: (HHH:MM) _____	Required _____
Comments: _____	Optional _____

Mark the “time correction” box, and complete the rest of the form, being careful to provide the placement and date. Write a comment like, “Computer was down.” Deposit the slip in the black box right next to the computer, for pickup by our VP/Membership who will enter the information into the database once the system is restored.

Name: Needed to know to whom to credit the hours.

Placement: Needed to know which placement you worked.

JOB Date: Even if you give us your hours, we do not know which day the correction is for without a DATE.

Beginning time: put the clock time in hours : minutes format when you started your shift.

Ending time: put the clock time in hours : minutes format when you quit your shift.

Total Hours for entry: Please put the total hours worked in hours & minutes as a check against the times entered.

Comments: Though optional, it may help us know why you had to use the paper form instead of the computer screen.

Some last words about recording your volunteer time:

As part of orientation, each new Volunteer is shown how to use the touch-screen computer in the main lobby.

Once you have completed your Transport training, your personal sign-in screen should reflect the department(s) where you can serve. Some volunteers tend to sign in under the default placement at the top of their assignment list, such as “Training” or “Special Projects” even when your actual Department is shown on the screen. I know what you are thinking...”What’s the difference? Hours are hours.” But actually, we keep hourly records according to departments, and the Hospital may call for such statistics so we want to be as accurate as possible. Again, always put the actual department where you are working, or for which you are doing outside services. Get the list corrected if your placement is missing and only use “Special Projects” when you are doing a one-time project or special meeting not related to one of your placements. Thanks!

--Russell Lewis

AUXILIARY SCHOLARSHIP



NHF Scholarships

Each year the Auxiliary awards scholarships to college students pursuing a medical field of study who either are themselves Volunteers or Staff members, or are their immediate family members. The money for these awards comes from our auxiliary fundraisers. This year, we will award at least 15 scholarships totaling over \$31,000. We congratulate each of these amazing students and wish them well as they continue on their journey in their chosen medical field. The process of preparing applications, publicizing the program, interviewing applicants, checking references, and everything else that is involved in the Scholarship program is quite demanding. A big thanks to our NHF Auxiliary Scholarship Committee, co-chaired by Janet Reilly and Judy Smith. The rest of the Committee is: Mary McGonagill, Gladys Ogle, Nina Rapallo, Charlie Tullier and Nancy Voros. You all did an outstanding job again this year, and we appreciate all of your efforts.



Cafeteria Etiquette

The Hospital is very generous to our Volunteers in providing one free meal per 4-hour shift worked. But there are strings attached, so here are a few reminders:

- It is only one meal per 4-hour shift worked. Not one before and one after your shift ...unless you are working two shifts that day.
- If there is a line at the food station, please allow staff and guests to go ahead of you.
- Some items are not included in the auxiliary benefit, such as commercially packaged or bottled beverages.
- Limit your meal to what is allowed, which is **one entrée, one or two vegetables, a roll, a dessert, and a fountain drink**. The hot food entrees, exhibition salad/wrap station, cold sandwiches, pizza, chicken tenders, make-your-own salad bar...these are all considered entrees and you are entitled to only one.

Whenever a Volunteer orders more food than authorized, or maybe eats a meal and then goes through again and gets a take-out meal, that person is jeopardizing a substantial benefit that could impact all of us. Plus, it gives our cafeteria staff a very poor impression. So please be considerate and follow the rules in cafeteria etiquette.

Relay for Life



On May 7, Northside Hospital Forsyth will participate in the *Relay for Life*. This is an American Cancer Society fundraiser, held over a 12-hour period at the Cumming Fairgrounds. There is still time to volunteer to participate in the race itself, to work in some area during the event, and/or to donate money. Learn more at www.relayforlife.org/forsythcountyga.



Welcome new volunteers

We are so glad to welcome our newest Volunteers:

January

Tom Christold
David Crosby
Jewell Garret
Sharon Gatewood
Rod Lee
Paul Lycett
Rajithe Matavalam
Karen Willi
Doug West

February

Tara Bott
Tom Campbell
Patty Hatfield
Barbara Kazmarczyk
Sam Peacock
Randy Abeles
Rajithan Matavalam

March

James Clare
Lubana Merchant
Sarala Reddy
Lucy Schaffer-Chipman
Donna Watson
Lynda Delancy
Dayna Luv
Melissa Burns
Paul Bolton
Carol Dahlenburg
Judith Lowry