The winter luncheon and business meeting of the SoutheastHEALTH Auxiliary on January 14 was attended by 53 Auxilians. The luncheon was compliments of Southeast’s Volunteer Services Department. **Nancy Bray,** Immediate Past President, opened the meeting and introduced SoutheastHEALTH President and CEO **Ken Bateman**, CPA, MHA, who updated the Auxiliary on Southeast’s financial status improvements and quality care accomplishments. He also expressed his deep appreciation to Southeast Volunteers and the Auxiliary for their invaluable contributions of service hours and monetary support. *(Read Ken’s note of thanks on page 2.)*

**Auxiliary Presents $60,000 Check**

Other guest speakers at the meeting included **Patricia Ranzini,** SoutheastHEALTH Foundation Executive Director, and **Julie Metzger,** Case Management/Social Services Director. They were present to receive the Auxiliary’s donation of $60,000 in support of the Employee Assistance Fund and the Patient Care Fund for both 2015 and 2016. Money for these Funds is raised and managed by the Foundation, and Social Services oversees use of the Funds.

Since 2012, over 600 Southeast employees have been helped by the Employee Assistance Fund with emergency housing, food needs, utility bills, bereavement costs and other urgent, unexpected needs. The Patient Care Fund assists Southeast patients with similar needs as well as with expenses related to their medical condition and treatment. According to Mrs. Ranzini, “Over 40% of Southeast employees raised a total of $50,000 for these two funds in their 2015 Helping Hands Giving Campaign.” In support of the employees’ generosity and two such worthwhile causes, the Auxiliary Board has chosen to make this donation.

**Auxiliary Officers Installed**

Another major item of business at the meeting was installation of the Auxiliary’s 2016 officers by Past Auxiliary President **Judy Brown.** Newly elected officers include President **Julie Cook,** Vice President/President-Elect **Gary Gaines** and Recording Secretary **Linda Burns.** Beginning the second year of their terms are Corresponding Secretary **Julie Parsons** and Treasurer **Betty Heisserer.** *(See photo on page 3.)*

A brief Auxiliary business meeting was conducted by President Cook who also announced that the 2016 state healthcare project for MAHA (the MO Association of Hospital Auxiliaries) will be Deep Vein Thrombosis. As Vice President, Gary Gaines will oversee our Auxiliary’s implementation of activities in support of that topic and welcomes the support of other Auxilians in planning and carrying out our educational and fundraising efforts. President Cook also spoke about plans and goals for the coming year. *(Read about them in her column on page 3 of this newsletter.)*

Volunteer Services Director **Cathy Goodman** gave an update about new Volunteers, the need for additional Volunteers in waiting rooms, and employee changes at the Lobby Desk. She introduced a new video about Volunteering at Southeast that features Volunteer **Dr. Trygve Honaas** giving an enthusiastic testimonial about the benefits of volunteering and his own experiences. The video is available for use in the community to help recruit new Volunteers and should be available soon on the Volunteer page of Southeast’s website.

**SoutheastHEALTH Foundation Executive Director Patricia Ranzini,** left, and **Case Management/Social Services Director Julie Metzger** (second from right), accept the oversized check symbolizing the Auxiliary’s $60,000 donation in support of the Hospital’s Employee Assistance and Patient Care funds from Auxiliary President **Julie Cook** and Immediate Past President **Nancy Bray.**
Judy Brown Honored for 10,000 Volunteer Hours

A reception was hosted by Volunteer Services to honor Judy Brown for achieving 10,000 hours of service as a Volunteer and Auxilian at Southeast. The event, according to Judy, was a complete surprise because she had not realized her hours had passed the 10,000 mark. Judy was congratulated by Volunteers, Auxiliary Board members past and present, employees, friends and family who dropped by the Harrison Room from 11 a.m. to 1 p.m. on February 2.

Judy remarked, “I was really touched by this special recognition and by the good wishes from all those who made time in their busy schedules to come to the reception.”

A Volunteer the past 21 years and an Auxiliary Life Member, Judy has been active on the Auxiliary Board serving as Recording Secretary, Vice President and President. She has also chaired the Auxiliary’s Fundraising, Gift Shop, Nominating and Awards committees. Over a two-year period as Fundraising Chair and Co-Chair of the Golf Ball Drop for a Cause special event, Judy helped raise over $51,000 for the Auxiliary to donate back to the Hospital. These many accomplishments led to Judy receiving the Auxiliary’s Margaret Foster Roberts Spirit Award in 2013.

For the past few years, Judy has been the Volunteer Manager of the Auxiliary’s Gift Shop where she has logged at least 6,000 of her hours. Some think Judy lives there because you can find her in the Shop any time of the day, evenings and even weekends.

Congratulations, Judy, and many thanks!
The President’s Corner

Welcome to 2016!

Dear Auxiliary Members:

We have three new officers leading the Auxiliary in 2016. At our first Auxiliary Board meeting January 26, Gary Gaines began serving as Vice President/President-Elect, Linda Burns as Recording Secretary, and I assumed the duties of President. We are joined by Julie Parsons, our Corresponding Secretary, and Betty Heisserer, our Treasurer, who began serving the second year of their terms. The other Board members include: Sue Balsamo, Nancy Bray, Judy Brown, Dolly Jewel, Iffat Khan, Pat Robert, Mel Schmidt and Ellynn Barnicle, our Southeast employee liaison. Several at-large members also will be joining us for the first time thanks to a change in our revised Bylaws.

I am very pleased with the make up of our Auxiliary board and look forward to our accomplishing great things this year.

We have a full fundraising calendar to support this year. We have 20 vendor sales scheduled, plus blood drives, and holiday cookie carts. We will also be sponsoring another Festival of Holiday Trees. The first Festival in 2014, netted over $10,000. The proceeds were given to Southeast’s Neonatal Intensive Care Unit. This year, the Festival’s silent auction will include holiday trees, wreaths and centerpieces and we are hoping to raise even more money for the Hospital.

The Auxiliary is also going to add a few additional events to the calendar. These events will benefit our employees and all of you, our Volunteers/Auxiliary members.

For the staff at the Hospital:

Every employee of this Hospital deserves our thanks for their time and dedication to SoutheastHEALTH. So, in addition to our verbal appreciation of their work, we are going to hold free raffles before each major holiday. The prize, for a lucky ticket winner, could be a gift basket, a wreath or a holiday tree. Our next major holiday is Easter on Sunday, March 27. If you are creative and would like to help plan this event, please call me at 335-3643.

For our Volunteers and Auxiliary members:

Let’s have some fun! The Auxiliary is going to sponsor a few social get-togethers at the Hospital. These will be daytime events. We will serve light refreshments and offer you interesting programs. Two of the programs we have in the works include art projects you can do with your grandchildren and learning Tai Chi, a safe and sane exercise for seniors.

As we go through this year, our Auxiliary board looks forward to getting to know you better and to working with you on our projects that not only will benefit the Hospital but will enrich us as human beings.

Julie Cook, Auxiliary President

Thought for the day:

You have never really lived until you have done something for someone who can never repay you.  
- Anon
Spring is arriving daily in the Gift Shop. The bright colors are a welcome sight after these past few days of cold weather.

We have a new line of wonderful tea products -- tea bags, diffusers, beautiful tea pots and plates to match.

Our breathing dogs are a real hit, and after selling out we are ordering more. When you come into the Gift Shop from the Lobby, look to your right and soon you will see all species of dogs and cats. These animals are so easy to care for, just turn them on and they start breathing!

Soon our shop will fill with the newest spring and summer clothing by Charlie Page. The bright colors are wonderful and will look great as your take a winter cruise or get ready for the beach.

We have a wonderful line of jewelry and soon will get new items from Howard’s, one of our favorite vendors for jewelry.

Just a reminder, we do sell postage stamps in the Gift Shop, single, book or roll.

Gift Shop Volunteer Manager Judy Brown, says, “I want to thank all of the Volunteers who maintain our Gift Shop. They do everything from rearranging, dusting, pricing and making each day they come a delight. They make it their business to get acquainted with our customers (85% of them being our great employees). I think they are most helpful assisting customers while they search for something to send to a patient’s room or to enjoy themselves. These Volunteers give of their time and I really appreciate all of their efforts. The only person that the Auxiliary employs in the Gift Shop is Virginia McCormack. She also is a great worker and someone we can always depend on to get the job done.”
Thanks for Years of Chairing Building Blocks Committee

For a number of years, Auxilian Rhonda Parenteau has been a dedicated and enthusiastic liaison with Southeast’s Building Blocks program for the Auxiliary Board.

Rhonda personally adopted Building Blocks and all the people who work there as her own personal heroes! And at every Board meeting, she reported to the Auxiliary about the latest goals reached; new nurses hired; expanding territory claimed and any needs the program had. Because of this, we were able to tell you when more floor blankets were needed; supplies were running low or some other need came up that Volunteers fill so well!

Because of Rhonda and her tireless work on behalf of Building Blocks, everyone who reads our newsletter should be well acquainted with this wonderful program. Now encompassing Bollinger, Cape Girardeau, Dunklin, Mississippi, New Madrid, Perry, Scott, Ste. Genevieve, Stoddard and Pemiscot counties, eight nurses visit just over 200 clients. First time moms and their babies get excellent pre- and post-natal care and guidance until the children are two years old. The record of these new mothers for breast feeding as well as immunization is well above the state or national average.

Rhonda has had to give up chairing Building Blocks for us – she has a plate overflowing with family concerns that demand her full attention right now. We did not want this newsletter to go out without our heartfelt thanks to Rhonda for the vigilance and love which she lavished on the Building Blocks staff and their mission. Thank you, Rhonda, from all of us.

Rhonda joins us in welcoming Auxilian Iffat Khan to serve as the next Building Blocks liaison. You will love it, Iffat! Building Blocks is easy to put your arms around and your heart into!

Auxiliary to Host California Trip

The SoutheastHEALTH Auxiliary has teamed up with 1st Class Travel to offer a five-day tour of San Francisco, Napa Valley and Monterey through Collette Vacations. From Oct. 9–13, 2016, the group will take a bay cruise and city tour of San Francisco, experience the lush Napa Valley wine region and tour the beautiful Monterey coastal area.

Several of our members have made reservations, and part of the proceeds will benefit our Auxiliary. Book before May 2 to take advantage of these rates that include air, hotel, tours, six meals and cancellation waiver and insurance:

$3,349 Single  $2,749 Double  $2,710 Triple

To learn more about this exciting vacation opportunity, contact Shari Elfrink at 1st Class Travel at 651-0088. You may email her at shari@gofirstclasstravel.com or stop by their office 3443B William, just north of Walmart in Cape Girardeau.

Help Needed!

We’re in need of Volunteers who can substitute for our regularly scheduled Surgery Waiting Room Volunteers. If we can add you to the list, please call Volunteer Services at 651-5518. Your help is most appreciated!

UPCOMING EVENTS

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Time</th>
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<tbody>
<tr>
<td>Feb. 20</td>
<td>Scrapbook for a Cause,</td>
<td>8 am – 5 pm</td>
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<td></td>
<td><strong>Scrapbook for a Cause</strong>,</td>
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<td></td>
<td><strong>Bling it On</strong>,</td>
<td>8 am – 7 pm,</td>
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<td></td>
<td>2 am – 5 pm, 7:30 am – 5 pm</td>
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<tr>
<td>Mar. 1</td>
<td>Blood Drive</td>
<td>8 am – 4 pm</td>
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<tr>
<td>Mar. 14–15</td>
<td>Books Are Fun Sale,</td>
<td>9 am – 5 pm,</td>
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<td><strong>Books Are Fun Sale</strong>,</td>
<td>7 am – 3 pm</td>
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<tr>
<td>Mar. 22</td>
<td>Board of Directors Meeting,</td>
<td>9 am</td>
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<tr>
<td>Mar. 24</td>
<td>Easter Cookie Cart,</td>
<td>8 am – 10 am</td>
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<td>Apr. 6</td>
<td><strong>Shoe Sale – Shoe Road Productions,</strong></td>
<td>7 am – 5 pm</td>
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<td>Apr. 11</td>
<td>Education/Appreciation Day,</td>
<td>12:30 pm</td>
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<tr>
<td>Apr. 12</td>
<td>Education/Appreciation Day,</td>
<td>9:30 am</td>
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<tr>
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A Conversation with Cathy

Although it is already February, I wanted to wish all of you a happy and prosperous New Year. As I look back on 2015 I want to share with you some of the activities the Volunteers were involved in around the Hospital. Volunteers delivered 1,562 flower arrangements to patients or staff, delivered 1,186 emails, provided wheelchair assistance to 1,726 patients and visitors, and assisted 6,343 families in the Surgical Waiting Room.

These numbers do not include the number of people we give directions to at the Lobby Desk or in the Medical Office Building, the families we provide assistance to in the waiting rooms, or the number of patients we transport from patient registration to the various departments in the Hospital. Not all of our volunteers come to the Hospital, some are working at the Cancer Center, Healthpoint or from home. Those working from home have provided 250 mittens for the newborns, 93 pillow cases for pediatric patients, 250 Share blankets, 64 walker bags, 845 baby hats and 83 port pillows or turbans for cancer patients. All of these acts of giving and kindness do not include the many sales and activities sponsored by the Auxiliary.

Volunteer Services is one of the largest Hospital departments. We have on average 135 Volunteers per month, and in 2015, we increased the ranks by adding 25 new Volunteers. Thank you for all the smiles, time, and loyalty you provide to SoutheastHEALTH.

While we are on the subject of loyalty and time devoted to SoutheastHEALTH, if you see Judy Brown please congratulate her, she reached a milestone of 10,000 hours of service. Judy congratulations and thanks for all you do!

As we move forward to 2016, our office is beginning to plan for the Volunteer Appreciation/Education Days, April 11 & 12. Please mark your calendars for this upcoming date. Also, if you have any concerns or specific information you would like covered please let me know and I will attempt to address it at this meeting.

Please help me to welcome two new staff members, Shirley Bond and Casey Shinn, to the Lobby Desk. These two ladies are replacing Betty Heuring who retired in December and Sharon McNeely who transferred to a sitter’s position in the Hospital. I want to thank Betty and Sharon for all their hard work!

I look forward to working with all of you in 2016!

Cathy Goodman,
Director of Volunteer Services
Note from Pearla

Last time I spoke with many of you, I was wishing you Merry Christmas. Hard to believe it is the Lent season and Easter is around the corner. People say the most negative word around is *Change*. I don’t think so but I am having a little concern with the word *Time*.

I have shared with you that August of 2016 marks 40 years that I have been with SoutheastHEALTH. Time is flying by and the memories are stacking up. I have gained quite an education from SoutheastHEALTH and so many of my co-workers. Some days I feel the age thing, but all in all it doesn’t feel like that much time has passed. I’m sure many of our patients feel the same, lots of education, much to share, but time is running out.

Let’s face it, all of us feel the “time drain” until something else comes along that requires our full attention. You know the feeling of the holidays with company coming, a new baby coming into the family, work, volunteering. Imagine dealing with those things as a Hospice patient. The doctor feels you have six months to live but you have more than six months of life to share. Family and friends only see weakness and the challenges of caring for you. But then a nice person is introduced to you as a Southeast Hospice Volunteer. The Volunteer is more than willing to visit, listen to your plans for life and stories of youth. It almost seems as if time is slowing down and the “much to share” is possible.

As Southeast Hospice Volunteers, you are valuable. Yes, I have told you before and I’m sure you think, “She has to say that, that’s why she gets paid.” No, I don’t have to, I want to. You make a difference in the lives of our patients and their families. Keep up the good work.

Mileage for Taxes

One of the benefits of Volunteering for Southeast Hospice is to be able to use your mileage as a tax write off when filing your yearly income tax forms. If you are filing taxes this year and looking for deductions, call or e-mail me and I will get a letter off to you with your total for 2015. Make sure to give me some time to get the letter to you. A last minute request may require you to come to the office to pick up your letter.

2016 Written Competency

The annual Written Competency has been mailed along with the Inservice Schedule for 2016 to all Hospice Volunteers. Many of you have already taken the quiz on the back of page 1 and returned it to me. Thank you.

For everyone else, please have your quiz back to me by the end of February. To date, everyone has answered the questions very well. I will share the results of the quiz with you in the next newsletter.

Gift Wrapping Report

You did it again! The gift wrapping at Barnes and Noble this past Christmas season was a great success. All total, $300 was raised by your willingness to greet the public on behalf of Southeast Hospice. Really it was less than $300, but a generous donor brought the number up. The staff at Barnes and Noble commented that ours is the most responsible group that agrees to wrap and really shows up. Those who helped this year were, Helen Hunt, Phyllis Lee, Cindy Moore, Cathy Magas, Glenda Quinn, Katherine Webster, Carolyn Pickens, Erika Kropp, Katheia Corrigan, Joy Galentine, Melody Green and Roxanne Davenport. An awesome bunch you all are. Thank you for helping to make the holiday season brighter and easier for many.

Calling All Volunteers

More volunteers are needed for On Call (12 hour shifts) and for 11th Hour Call. Some have retired from volunteering and have left holes in our “Call Schedule.” If any of you are interested in taking on some additional duties in the form of On Call, please see me. In both cases, a little additional training is required.

We are also in need of new Volunteers, especially in Sikeston area, Perryville area and Bollinger County. Do you know of anyone who may be interested? Or do you know of any organization that would like to have a speaker (yes, me!) come and discuss Hospice Care or Hospice Volunteering? No matter where we go, we are spreading the word about Southeast Hospice, our great nurses and SUPER Volunteers.
Birthdays

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<tr>
<th>Month</th>
<th>Name</th>
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<tbody>
<tr>
<td>FEBRUARY</td>
<td>28 – Phyllis Lee</td>
<td>APRIL: 15 – John Ruester</td>
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<td></td>
<td>10 – Carrie Skelton</td>
<td>16 - Mary Ann Boren</td>
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<tr>
<td>MARCH</td>
<td>26 – Joy Engelhart</td>
<td>26 – Phyllis Conley</td>
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<td>9 – Katheia Corrigan</td>
<td>MAY: 14 – Nancy Hoff</td>
</tr>
<tr>
<td></td>
<td>26 – Dorothy Dees</td>
<td>18 – Sue Clippard</td>
</tr>
</tbody>
</table>

Thank You’s All Around

A Thank You Note came to my box, but it really needs to come to you volunteers who attended and worked the 2015 Southeast Hospice Community Memorial Service.

Dear Pearla & Volunteers,

Thank you so very much for your help at the Memorial Service. I couldn’t do it without my village….and you and the volunteers are part of my village. I am very appreciative of their time. Please pass on my gratitude to them too.

Love, Crystal

Dates to Remember

Please remember to contact Pearla to RSVP for any of the following inservices:

Changes in Symptom Control for Hospice Patients
Date: Thursday, March 17
Time: 3 p.m.
Location: Hospice Office
Ginger Rampley, RN, will present this program on changes in symptom control for patients admitted into hospice care. What can be done for the patient without offering medication? Questions are welcome.

Massage Therapy
Date: Tuesday, April 12
Time: 9 a.m.
Location: Hospice Office
Brandy Crisel, Instructor from Metro Business College, and her students will be here to help celebrate Volunteer Appreciation Week. They will offer “chair massages” along with discussing the benefits of massage therapy for our patients. We will celebrate Volunteer Appreciation Week with refreshments and door prizes. RSVP is a must in order to have enough students for YOUR massage.

Rights of the Dying
Date: Tuesday, May 17
Time: 3 p.m.
Location: Hospice Office
Vicky Hyslop, MSW, Hospice Social Worker, will present a program based around the book from David Kessler, Rights of the Dying.

Basic Computer Skills Class
Date: Thursday, June 9
Time: 2 – 3:30 p.m.
Location: Southeast Hospital Computer Lab
2nd Floor of the old Cancer Center
(across from the main hospital building)
Paige Turner, Computer Educator with Southeast Hospital, will lead this Basic Computer Class. She will cover computer set up, file organization, Windows, E-mail and using the Internet. You may use these things on a regular basis, but you never know what you may learn in this class. Class size is limited to 20. If openings remain after your RSVP, we will invite Auxiliary Volunteers also. RSVP right away!

Just for a Chuckle...

These tidbits, shared by Hospice Volunteer Dorothy Dees, are sure to put a smile on your face!

“A clear conscience is a sign of a fuzzy memory.”

“Where there is a will, I want to be in it.”

“We never really grow up, we only learn how to act in public.”

“Knowledge is knowing a tomato is a fruit. Wisdom is not putting it in a fruit salad.”