Highlights of this year’s Appreciation Banquet held Thursday, Oct. 6, at the Osage Centre included the presentation of a Volunteer service hours “check,” election of Auxiliary officers, recognition of the Ilena Aslin and Margaret Foster Roberts Award recipients and presentation of service milestone pins to 61 Volunteers by Volunteer Services Director Cathy Goodman. Hosted by SoutheastHEALTH Administration and Volunteer Services, the Banquet was attended by 90 Volunteers/Auxilians, their guests and Southeast personnel.

Volunteers who reached service milestones were recognized at the SoutheastHEALTH Volunteer Appreciation Dinner. Shown in the front row, from left: Peck Robert, 5,000 hours; Winston Hartline, 6,000 hours; Bob Matthews, 10,500 hours; Alene Matthews, 9,500 hours; Judy Brown, 11,000 hours; Shirley Waterman, 10,500 hours; and Evelyn Gass, 5,500 hours. In the back row, from left: Jeanette Patterson, 6,000 hours, and Dolly Jewell, 6,500 hours. Volunteers with greater than 5,000 hours not present for the photo are Vicki Lane, Jeannie Poe, Carolyn Brant, Jane Grimm, Sharon McNeely, Mary Lee Bishop, Thyra Messmer, Jean Wetzel, Dorothy Taylor, Sue Balsamo and Barbara Campbell.

DOLLAR VALUE OF VOLUNTEER HOURS

Auxiliary President Julie Cook (center) presided over the program for the evening and the Auxiliary Business Meeting. She began the program by presenting to SoutheastHEALTH CEO Ken Bateman, a “check” in the amount of $726,223 representing the 34,079 hours of service donated over the past year by Southeast Volunteers and Auxilians. At right is Volunteer Services Director Cathy Goodman.

Mr. Bateman and Frank Kinder, Vice Chairman of the SoutheastHEALTH Board, expressed appreciation to Volunteers and the Auxiliary for their service and donations.

NEW AUXILIARY BOARD OFFICERS

During the Auxiliary Business Meeting, Nancy Bray, Nominating Committee Chairperson, placed in nomination for Treasurer Margaret Needels and for Corresponding Secretary Pam Schulte. They were elected by acclamation to be installed at the January Auxiliary luncheon meeting and begin their two-year terms in 2017. Also nominated and elected were Betty Cord and Jeannie Poe to serve on the Nominating Committee.
Auxiliary Awards Announced

At the Appreciation Banquet, Auxiliary Awards Committee Chairperson Judy Brown recognized recipients of the Auxiliary’s two named awards that honor outstanding Volunteer and Auxiliary service. Peck and Germaine Robert were presented with the Ilena Aslin Service Award, and Pat Robert received the Margaret Foster Roberts Spirit Award.

ILENA ASLIN SERVICE AWARD
Peck and Germaine Robert are a husband and wife team who, as Southeast Volunteers, help make the best possible first impression on the Hospital’s patients and visitors. In 2003, Peck began driving from Kelso to Cape to volunteer as a front door Lobby greeter. He has now donated over 5,000 hours holding the door open and greeting people with a warm smile and firm handshake, and he does that at least twice a week every week.

In 2005, Germaine Robert joined Peck, her husband of 56 years, as a Southeast Volunteer, and she is on duty weekly at the Lobby desk. She has donated over 2,000 hours of Volunteer service. Both Peck and Germaine are valued highly by the Volunteer Services staff and the Auxiliary for their dependability, pleasant ways and competent service. They are also active, devoted volunteers in their community just as Ilena Aslin was.

MARGARET FOSTER ROBERTS SPIRIT AWARD
Auxilian Pat Robert was honored with the Margaret Roberts Award in recognition of her tireless and creative efforts to raise thousands of dollars for the Auxiliary since she became a Volunteer/Auxilian in 2005. Pat has donated over 2,000 hours of her time and talents as a Volunteer at the Lobby Desk every Friday, every week and as a member of the Auxiliary Board of Directors.

For the Board, Pat has chaired the Membership Committee to recruit and retain members and the Fundraising Committee to oversee the many fundraising events held to help finance Auxiliary projects and services and make significant monetary contributions to the Hospital. As Fundraising Chairperson for the past few years, Pat plans, coordinates and helps staff over 15 special sales held annually at the Hospital always with great determination to top the previous year’s sales totals. Pat also co-chaired the Auxiliary’s Golf Ball Drop benefit for two years and has served as a steering committee member of the Auxiliary Festival of Holiday Trees in both 2014 and 2016.

Like Margaret Roberts, Pat not only has been a fiercely determined and successful fundraiser for the Auxiliary but also a loyal good will ambassador committed to the Auxiliary’s mission and to spreading the word about the Auxiliary’s value to Southeast Hospital.
The life force that was Ilena Aslin from August 16, 1926, to October 16, 2016, may have come to an end, but Ilena’s lifelong contributions of “service above self” will live on, and she will profoundly and forever influence those of us blessed to serve closely with her and enjoy her friendship.

In trying to capture the essence of Ilena in a word or phrase, the Auxiliaries participating in this tribute described her as follows: dedicated, faithful, steadfast, energetic, wise, forward-thinking, kind, selfless, cheerful and smiling, a saint, a mentor and advisor, an enthusiastic life-learner, a volunteer who set the bar of service high!

Ilena was an interesting paradox as the above words about her indicate. For all her efficiency and executive leadership abilities, she was just as soft and tender, quite sentimental, loving and caring. That desire to help and care for others was evident even when she was so ill in the hospital and facing the end of her life. An Auxiliary friend needed help with a cell phone problem, and from her hospital bed, Ilena tracked down an AARP magazine that dealt with the matter. No better example of her loving care for others was her involvement in the Grandparents as Caregivers program. Though neither a parent nor grandparent, Ilena had friends struggling to raise grandchildren, so she became involved in finding them educational and emotional support.

Ilena became part of our “Southeast family” 25 years ago when she retired from 40 years of professional service with the Girl Scouts as an Executive Director in the Missouri bootheel. She moved to Cape and began devoting her life to volunteer service.

Charlotte Sargent, Volunteer Services Director at Southeast Hospital from 1983-2002, remembers vividly the day in 1991 that Ilena appeared in Charlotte’s office ready to volunteer and “become involved.” And “involved” she became donating over 9,600 hours of service as a Southeast Volunteer and devoted member of Southeast’s Auxiliary. She was a faithful Volunteer in the Surgical Waiting Room until two months before she died. Ilena also volunteered at the Lobby Desk, blood drives and numerous Auxiliary fundraisers and Hospital special events.

She became involved in all aspects of the Auxiliary serving on the Auxiliary Board of Directors 20 years and as Auxiliary President from 2001-2003. In 2002, her significant contributions to our Auxiliary merited statewide recognition when she was selected Auxilian of the Year by the Missouri Association of Hospital Auxiliaries (MAHA). She brought further distinction to Southeast Hospital and our Auxiliary when she was elected to serve as the state MAHA President from 2008-2009.

Other Auxiliary leadership positions which Ilena held for many years included Fundraising Committee chairperson, Legislative Liaison and Bylaws Committee chairperson. When the Auxiliary began its endowed scholarship program, Ilena was one of the first to invest in it and establish a named scholarship.

In describing Ilena’s greatest contributions to the Auxiliary, the following comments were made by her Auxiliary colleagues: Her investment of time. Her executive leadership that helped our Auxiliary become much more organized. Her meritorious service that lives on through the Ilena Aslin Service Award to inspire and recognize other Volunteers for their outstanding service.

She also elevated our Auxiliary to a new position of respect and importance with Hospital Administration and the Board as well as with the Missouri Hospital Association and MAHA.

As deeply and actively involved as Ilena was as a Volunteer and Auxilian and member of SoutheastHEALTH’s Board of Directors, she was just as active in Maple United Methodist Church, the FISH Food Pantry, the Missouri AARP Executive Council and local chapter, the SALT Council, the Retired Senior Volunteer Program/Volunteer Intergenerational Center and the Community Caring Council/Aging Committee. Ilena Aslin did not just join an organization, she invested her whole self in it!

Even as Ilena’s cancer advanced and took its toll on her energy and mobility, she never quit caring about or never lost interest in her commitments, her friends and the world around her. Until the end of her life came – which was all too soon for 90 year-old Ilena – she gave everything she had to offer for the good of others. Well done, good and faithful servant!

With deep gratitude from the SoutheastHEALTH Auxiliary Board to all the SoutheastHEALTH employees and physicians who cared for Ilena on her cancer journey, during her treatments and hospital stays, and with deep gratitude to the Southeast Hospice staff for the end-of-life care so compassionately given to Ilena, her family and friends.
A Holiday Gift for Hospice Patients

The holiday spirit came alive Saturday evening, November 12, at the Southeast Cancer Center when the doors opened to reveal the decorative splendor created for the Auxiliary’s second Festival of Holiday Trees. The fundraising event this year was a partnership between the Auxiliary and Southeast Hospice to benefit the Hospice Grace Fund. Honorary Chairs were Southeast Hospice Medical Director Dr. Don Edwards and his wife Charlotte.

This Auxiliary/Hospice partnership succeeded in raising $18,750 through sponsorships, ticket sales, in-kind donations and auction sales. After deducting expenses for the event, a donation of $12,665 to the Hospice Grace Fund will be possible which is $2,665 more than this benefit event cleared in 2014 for Southeast’s NICU and NICVIEW webcam system. In addition, Kohl’s, besides providing employee volunteers to help with the event, has donated $500 for the Grace Fund.

The Southeast Hospice Grace Fund is used to assist Hospice patients and families with rent, utilities, transportation, medications, specialized equipment, supplies or other miscellaneous needs identified by the Hospice staff. Grace Funds also are used to support the Hospice children’s grief support program, an annual community memorial service, Hospice volunteer services and the life review program, “Recollections.”

Guests were entertained by Master of Ceremonies Scott Givens, HealthPoint Fitness Manager in Jackson, who, in his elf costume, came back by popular demand from the 2014 Festival of Trees. Helping Scott announce auction results were three of the Edwards’ grandchildren.

This year’s Festival, which again included a cocktail reception catered by Celebrations, not only featured a silent auction of 29 pre-lit, 4-foot artificial holiday trees but also 28 holiday wreaths and centerpieces. All of these auction items were decorated and donated by local florists, interior decorators, artists, businesses, garden clubs, Southeast employees, Volunteers and Auxilians.

Hospital employee departments participating included: Cancer Center Services, Environmental Services, Human Resources, Infusion Services, Marketing and Web Services, Radiation Therapy, Recovery Room, Southeast Foundation, Southeast Hospice, and Volunteer Services.

Just a Thought from Sue Balsamo

I want to remind you of the opportunity you have today and every day to remember wonderful friends, occasions and our many thanksgivings. You can make a donation to the Auxiliary in honor of or in memory of anything you wish. Unless you designate a specific area of the hospital – such as Patient Care Fund or Hospice or whatever you wish – the funds will go into the Scholarship Endowment Fund. We give 20 or more scholarships each year to students who are studying to be healthcare professionals. This money is invested and we hope someday it will fund all our scholarships!
The President’s Corner
This fall season has been a busy one beginning with October when the annual Volunteer Appreciation Banquet was held at a new location, the Osage Centre. Thanks to Volunteer Services, the room was nicely decorated in warm fall colors. The meal served was good, the agenda wasn’t too long, and SoutheastHEALTH CEO Ken Bateman gave us an informative and positive report about Southeast.

Congratulations to the new Auxiliary officers, Treasurer Margaret Needels, and Corresponding Secretary Pam Schulte, who were elected at the Banquet, and to Nominating Committee at-large members Betty Cord and Jeannette Poe, who were re-elected to serve another year. My sincere thanks to these Auxilians for their willingness to serve.

Also that evening the top Auxiliary Awards were presented. Peck and Germaine Robert received the Ilena Aslin Award, and Pat Robert received the Margaret Roberts Award. These outstanding recipients have given so much of themselves to Southeast and to the Auxiliary. They certainly deserve our deep appreciation and congratulations.

In early November, I attended the Missouri Hospital Association (MAHA) meeting. One of the objects of this meeting is to meet with Auxiliary members from all over the state and discuss ways to improve recruiting and fundraising efforts. They also have several speakers who address medical practices, the business of medicine, etc. I was quite impressed with Dr. Don Berwick. He was the former administrator at the Centers for Medicare and Medicaid Services and the founding CEO of the Institute for Healthcare Improvement. He compared the practice of medicine hundreds of years ago to now. In the beginning, medical people had a noble intent. They had special knowledge and were beneficial. Now, business has gotten in the way of progress. He said today there is too much accountability, too much scrutiny and too many incentives. He hopes, as I believe we all do, that we will soon curb this waste of time and money and return to trusting our medical professionals.

Also in November, after spending months preparing for it, we held our second Festival of Holiday Trees. It was another spectacular evening at the Cancer Center which was filled with beautifully decorated trees, wreaths and centerpieces to be auctioned for the benefit of the Southeast Hospice Grace Fund. On behalf of the Auxiliary, I want to express our gratitude to all those who made the event enjoyable and financially successful, and that includes: our sponsors, ticket holders, buyers, decorators, vendors who were in-kind donors, the Hospice staff, Southeast Volunteers and employees. I especially want to thank the event’s master of ceremonies Scott Givens and honorary chairpersons Dr. and Mrs. Don Edwards.

As Christmas approaches, please remember the Auxiliary Gift Shop when doing your shopping. It is filled with so many lovely items thanks to Auxiliary Manager Judy Brown. I wish you all a wonderful Christmas and Chanukah season and a happy new year that includes volunteering at SoutheastHEALTH!

Julie Cook, Auxiliary President

Stocked for the Holiday Season
The Auxiliary Gift Shop has lots of wonderful Christmas gifts for everyone on your list. Beginning on Dec. 1, for one week, all clothing, jewelry and accessories will be 30% off!

Stop in to see the beautiful Nativity sets and large and small carolers. Also available are gorgeous Christmas arrangements, and the Gift Shop staff can always make up gift baskets to your specifications. While you’re there, get your chance to win the elves on a ladder ($49.99 value) to be given away on Dec. 19. Tickets are on sale two for $1.

We’re offering extended shopping hours
Tuesdays, Dec. 6 & 13, staying open until 7 p.m. those days.
On Sundays, Dec. 3, 10 and 17, we’ll be open from 1 – 4 p.m.

Wishing Well Gift Shop

“It’s easy to make a buck. It’s a lot tougher to make a difference.”
- Tom Brokaw
A Conversation with Cathy

Fall is always a busy time with the return of the college student volunteers, the Appreciation Dinner, and this year the Festival of Trees. The college students are settling in with their new expanded role in the Emergency Department. We have a few students who attend college out of town and have agreed to return during their Christmas break to help us out over the holidays.

I hope everyone enjoyed the Appreciation Dinner! This is always a good time to visit with fellow volunteers and receive recognition for all of the countless hours you donate to the hospital. A big THANK YOU for your continued commitment to SoutheastHEALTH. Also, congratulations to the award recipients, Peck and Germaine Robert receiving the Ilena Aslin Award and to Pat Robert, the Margaret Roberts Foster award. All three are very deserving individuals!

The Festival of Holiday Trees was a great way to kick-off the holiday season. There were some beautifully decorated trees, centerpieces and wreaths. What a great way to raise money for a worthy cause, the Hospice Grace Fund. Thanks to all who helped with this event.

Thanks to all of you for obtaining your flu vaccines and TB tests. Your timely completion has made my job much easier this year. Each month I am required to turn in the number of volunteers who have completed their vaccines, and since most of you have satisfied the requirement my bookkeeping has been a breeze. So again thank you!

As winter approaches, please remember if the weather gets bad I do not want you to risk injury by coming to the Hospital. Please do call and let us know you are staying home, where it is safe and warm.

We do worry about you if we do not hear from you.
I wish each of you and yours a Merry Christmas and Happy New Year!

Cathy Goodman
Director of Volunteer Services

San Francisco Trip
Judy Brown reports that 12 people went on the Auxiliary sponsored trip to San Francisco in October. She said, "It was a great trip with wonderful hotel accommodations, and it raised $1680.00 for the Auxiliary. We’re looking forward to planning another trip in the future and hope you’ll join us!"

Volunteer Birthdays

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<thead>
<tr>
<th>November</th>
<th>December</th>
<th>January</th>
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<tbody>
<tr>
<td>6 Linda Burns</td>
<td>1 Carolyn Ivie</td>
<td>7 Winston Hartline</td>
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<tr>
<td>6 Joyce Stinson</td>
<td>9 Jeanne Poe</td>
<td>9 Jean Wetzel</td>
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<td>8 Dottie Cruise</td>
<td>14 Elsie Lingle</td>
<td>10 Edna Ruth Fischer</td>
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<td>13 Evelyn Gass</td>
<td>18 Debra Nenninger</td>
<td>10 Jennifer Lipps</td>
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<td>14 Sandy Shandy</td>
<td>18 Carolyn Goodin</td>
<td>14 Eldon Mahan</td>
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<td>15 Linda Emerine</td>
<td>20 Marilee Dennington</td>
<td>18 Mary Jo Diamond</td>
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<td>16 Paul Gerlach</td>
<td>23 Mabel Schaef</td>
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<td>17 Shirley Waterman</td>
<td>31 Gary Gaines</td>
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<td>19 Geri Beussink</td>
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<td>27 Debbie Foeste</td>
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<td>19 Mary Gerlach</td>
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<td>22 Alene Matthews</td>
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<td>23 Calvin Wells</td>
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<td>26 Dolly Jewel</td>
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<td>28 Melody Green</td>
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Don’t miss any news from us!

Please share your email address with us so we are able to communicate with you digitally to save on postage and share news immediately! Please email Amber in Volunteer Services at atopping@sehealth.org

UPCOMING EVENTS

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<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Time</th>
<th>Location</th>
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<tr>
<td>Dec. 12-13</td>
<td>Books Are Fun Sale</td>
<td>9 am – 5 pm, 7 am – 3 pm, Harrison Room</td>
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<td>Dec. 22</td>
<td>Christmas Cookie Cart</td>
<td>8 – 10 am</td>
<td>Room 107</td>
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<tr>
<td>Dec. 29</td>
<td>Blood Drive</td>
<td>8 am – 4 pm</td>
<td>Harrison Room</td>
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<td>Jan. TBA</td>
<td>General Meeting and Luncheon</td>
<td>11:30 am</td>
<td>Harrison Room</td>
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<tr>
<td>Jan. 24</td>
<td>Board of Directors Meeting</td>
<td>9 am</td>
<td>Room 106</td>
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Notes From Lynn
Wow, what a whirlwind the past few months have been. This year has definitely been one of change for all of us.

As with any change, it can have elements of good and bad. I know many of you may feel some sadness with the changes you have experienced over the last year. Friends have moved on, retired and left our group. But change can also be a time of excitement, growth and hope.

These are the elements of change I plan to focus on and guide our Volunteers toward in the year to come. Southeast Hospice has some extraordinary people working for and volunteering their time to the care and wellbeing of terminally ill patients and their families.

I have had the delightful opportunity to visit with most of you individually since taking over the position as Volunteer Coordinator. Each of you is an integral piece to our organization with time and many talents.

We have added a few new faces to our volunteer team already this fall. We welcome Donna Rose of Cape and Rhonda Williams of Advance to our Hospice family. I will also be doing a training with more new Volunteers over the upcoming winter months.

In reviewing the current volunteer program, it was decided to eliminate the 11th Hour program due to the difficulty of predicting the appropriate time frame to utilize volunteers.

We have completed five more Recollections life review videos, and are looking at some new and exciting ways to utilize volunteers in the future. As the Southeast Hospice Volunteer Coordinator, I want to thank each of you for the time you volunteer to our hospice. You are loved and appreciated.

Annual Hospice Community Memorial Service
Southeast Hospice hosted the annual Community Memorial Service on Nov. 20.

Crystal Montgomery, bereavement coordinator, led the memorial service, and Stan Hargis, Hospice Chaplain, provided a message of inspiration and hope to our grieving families. Many family members offered words of remembrance for their recently departed loved ones.

Music was provided by Kristen Swain, director of Music Ministries at St. Andrew Church along with their talented choir.

Thanks to all the Volunteers who assisted with the memorial service and to St. Andrew Church for hosting and to their choir for preforming again this year.

National Hospice and Palliative Care Month
November is National Hospice and Palliative Care month. This year’s theme is, “Know Your Options.”

Our goal at Southeast Hospice is to share the benefits Southeast Hospice can provide with our community. Being aware of the services Hospice offers and what makes Southeast Hospice excellent in its field is crucial information for families to know before they are faced with a situation in which hospice is needed.

If you know of a group or organization that would be interested in hearing about the benefits and services of Southeast Hospice, please contact Hospice Volunteer Coordinator Lynn Boren to schedule an informational program.
Southeast Hospice Staff Show Appreciation for Volunteers

This year the Southeast Hospice Appreciation Banquet was held on Thursday, Nov. 10, in the Harrison Room. The theme was “You’re a Star at Southeast Hospice” with a red carpet, velvet ropes and each Volunteer getting their very own Hollywood Walk of Fame star. There was even a Glitz and Glam photo booth with each Volunteer taking home a framed photo.

After receiving input from the Hospice Volunteers, the awards of the banquet were left in the past, with the spotlight shining on how much the staff appreciates our Volunteers.

Several Hospice staff members spoke, sharing words of gratitude for the hours of service our Volunteers spend – from making admission packets to visiting with patients and going to visitations. Direct care and indirect care Volunteers alike heard words of thanks and praise for their hours of service.

Special recognition was given to Dr. Donald and Charlotte Edwards for being the honorary chairpersons for this year’s Festival of Holiday Trees.

Service pins were given to Nancy Kester for 10 years of service and Katheia Corrigan for 15 years of service. Dixie Hopkins was recognized for 27 years of volunteering for Southeast Hospice and Helen Hunt was recognized for serving 959 hours of direct care, visitations and pillow making for hospice patients this year.

Unfortunately, the audio visual equipment in the room was acting up; therefore we will have to wait to see Recollections video clips compiled by Tina Bles at our in-service in January. A big thank you goes out to her and to McCombs Funeral Home and Cremation Center for being the sponsor again this year for the banquet.

Mark Your Calendar!
Southeast Hospice Volunteers will be wrapping Christmas gifts at Barnes and Noble on Dec. 3 from noon to 4 p.m., Dec. 8 from 5–8 p.m., and Dec. 17 from 11 a.m.–3 p.m. Bring your Christmas gifts to be wrapped and make a donation to Southeast Hospice. Merry Christmas and a joyous New Year to all of you who volunteer your time and dedicate your life in service to others.

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Southeast Hospice Thanks the Auxiliary for Partnership in Festival of Holiday Trees Event

November was a busy month at Hospice. In addition to the Annual Volunteer Banquet and Annual Community Memorial Service, SoutheastHEALTH Auxiliary partnered with Southeast Hospice for the Festival of Holiday Trees.

Area artists, businesses, individuals and Hospital departments decorated 4-foot tall Christmas trees, wreaths and centerpieces for the silent auction.

After expenses, the event raised $12,665 for the Southeast Hospice Grace Fund to provide assistance to patients and families in need. The Fund assists with transportation, utilities, rent, specialized equipment and ancillary services such as C.O.O.L. Camp, bereavement and volunteer programs, our annual memorial service and Recollections, our video life review program.

The event was a huge success. On the evening of Nov. 20, the Southeast Cancer Center was full of individuals who came to bid by silent auction on 29 trees and 28 wreaths and centerpieces. Happy to say, each of the items found themselves a new home to celebrate the holidays!

Thank you to Dr. Donald and Charlotte Edwards for being our honorary chairpersons for this event. We would also like to thank SoutheastHEALTH Auxiliary for choosing to partner with Southeast Hospice; and we thank Southeast Cancer Center for the use of their facility and all the donors, staff and volunteers for their time and assistance to make this a great event.