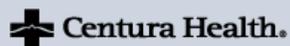


Volunteer Voice

Littleton Adventist Hospital



We extend the healing ministry of Christ by caring for those who are ill and by nurturing the health of the people in our communities.



SUMMER, 2017

NEWS FOR VOLUNTEERS OF LITTLETON ADVENTIST HOSPITAL

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Meet Our New Manager, Jennifer Cerf



Jennifer is a Colorado native, born and raised in Boulder where she attended the University of Colorado and graduated with a degree in English Education. In Boulder, Jennifer lived two houses down from Catherine Bartley and so began their 50 + year friendship. In her early 20's, Jennifer taught English at Mary Crest High School, an all-girls catholic school.

Jennifer was the Patient Rep at LAH from 2011 – 2014, and has been the Volunteer Coordinator for Hope House of Colorado from 2014 until this May.

The majority of Jennifer's adulthood has been spent raising her 6 children – 5 boys and 1 girl. This summer as she takes her youngest to college, Jenn will be an empty nester for the first time in 33 years! Jennifer is really a tomboy who loves hiking, biking, sporting events, fishing, playing games of all kinds especially cribbage, backgammon, scrabble, and cards. She is particularly fond of theater and movies and has a son who is an actor living in New York. A perfect day for Jenn is spent with her nose in a book, her two dogs close by and holding hands with her brand new hubby, Michael Deyle.



Jennifer wants all of the volunteers to know that she has an open door policy and welcomes you to pop in to say Hello. She sees her role as one of support and advocacy for the volunteers and what you need to do your job. Any ideas or questions are welcome!

One goal that Jennifer would like to accomplish is to make Volunteer Services more "green" by going electronic with information communications and storage. This will make Volunteer Services current with how the hospital manages documentation for all employees through the HR

Volunteer Board Mission Statement

The Board is dedicated to providing education, support and information through educational programs for LAH volunteers, with a commitment to keeping pace with new trends in healthcare and volunteering.

Department. Volunteers will not be affected by this transition, but a bunch of trees will sleep better at night!

Our new Manager of Volunteer Services is thrilled to be back at LAH and is looking forward to getting to know all the awesome volunteers on her team so stop in anytime to welcome her to her new role at LAH. It's great to have you back, Jennifer!

A Farewell Message from Our Board President - Joyce Sullivan



I began my volunteer service at LAH during the fall of 2011. I was still in the orientation phase of my new volunteer experience when Michael Ann Hanzel and Jim Rudy asked if I would consider serving on the Volunteer Board as Vice President for 2013. How hard could that be? Of course, "count me in," I proudly accepted the challenge. Being Vice President for one year and President for the next year was my expectation. No one could predict the many major challenges and changes which were ahead for the LAH Volunteer Board.

Since the founding of LAH and the Volunteer Board in 1989, the primary mission of the Board involved the granting of funds from Gift Shop revenues and from Volunteer Board-sponsored events to hospital departments for projects and services to increase patient experience and satisfaction.

[Joyce's Message Continued on Page 7](#)

CHECK OUT THESE UPCOMING EVENTS

Don't Miss Grandma's Attic – August 18

Our biggest fundraising event returns in August with jewelry, collectibles, and a vast array of goodies for everyone! Don't miss this fantastic opportunity to pick up gifts for friends, family, *and* yourself. All proceeds will benefit important hospital programs.



Date: Friday, August 18

Where: Conference Room #2

Time: 8 am to 4 pm

And We Need Your Donations for the Attic!

If you have items you would like to donate to Grandma's Attic, simply bring them to the Volunteer Office on Wednesday and Thursday, August 16-17 and to Conference Room #2 on Thursday, August 17 from 8 am to 4 pm. Note that we cannot accept shoes, clothing, large furniture or books.



Preferred donations are upscale treasures in mint condition. This is a great opportunity to go through your closets and basements to find items you no longer want and would like to give to a good cause. Here are just a few ideas: [Collectibles](#), [Lamps](#), [Small Appliances](#), [Framed Pictures](#), [Holiday Décor](#), [Purses & Hats](#), [Antiques](#), [Table Linens](#), [Silverware](#), [Clocks](#), [Jewelry \(boxes please\)](#), [Glassware](#), [China & Toys](#).

SAVE THE DATE

Fall Volunteer Luncheon Nov. 2

Great Educational Seminar

The Attic Needs You

If you'd like to help with the Attic project, or if you have any questions, contact:

Judy Woodward: majiccar@gmail.com
Barbara Bensching: barbarabensching@comcast.net

Mark Your Calendars for these LAH Events



As volunteers of LAH, you are invited to participate in any of these programs/events:

- Annual Corn Roast – September 7 *
11:30-2:00 and 5-7 pm
- Books Are Fun Sale – Oct. 26-27
Includes a variety of very reasonably priced books, as well as an opportunity to shop for household, automobile and camping items
- FALL VOLUNTEER LUNCHEON – Nov. 2 *
Columbine Country Club
- Holiday Boutique Sale – Nov. 3
An annual event and great opportunity to purchase holiday gifts including handbags, totes, baskets, hand-crafted soaps, toys, baby blankets, LuLaRoe clothing, sports items, jewelry and tupperware
- Annual Christmas Meal – December 14 *
- A Time for Clarity: Daily Chapel Service
Mon-Fri at 10 am in Clarity Chapel
- SHARE Enrichment Course, Social Awareness 1
August 8 from 9-10 am in Conference Rooms 3-4
- SHARE Enrichment Course: Social Awareness 2
September 13 from 11:30-12:30 in Conference Rooms 3-4

** More information will be sent to your Inbox*

WOW ! – Information at the Right Time

By Jewell Biddle, Volunteer Board Reporter



The Volunteer Board provides educational programs several times throughout the year. The last one, entitled Caretaking, was amazing, and VERY TIMELY FOR ME! It was right before I was going to Missouri to visit my 91-year-old mother, along with my 2 sisters, one of whom lives next door to her. Although Mom is in great health, we had decided to talk to her about some of her end-of-life wishes. The program was invaluable as I told Mom that I had just attended the seminar and that we'd like to talk to her about things including where she would like to be if we could no longer take care of her. She surprised us by choosing not to stay in the town where she lives now, but to move to Springfield, Missouri. She said she'd like to be in a nursing home there, where my other sister lives and is a nurse, as well as her husband, and has a home where we could all stay while visiting. We were thrilled to have this information. Another very helpful suggestion I got from the program was to make a chart of all her medications. This was particularly timely since my sister, who lives next

Volunteer in the News

door, had just started to take care of Mom's meds. Our nurse sister made a chart with the name of the medication, the dosage, what it's for, when it's given and taped a copy of the pill to the chart. Now, anyone who would be helping Mom would be able to get her pills together very easily. We posted the chart on her refrigerator. So, please come to these very informative programs. We've had one on the Worth of Your Heart and also End of Life Decisions (under the new law) and they are truly wonderful and informative!!!

Volunteer Spotlight.... *Meet Carmen Moyer, LAH Pet Therapy Volunteer*

It is a privilege to be a part of the dog evaluation team at LAH for the pet therapy program. We are the first to see each new team as they show us their skills at traveling throughout the hospital to connect with patients and staff – helping everyone to relax and enjoy their day while bringing many smiles to their faces. Sometimes it is hard to find a bright spot in the day when you're lying in a hospital bed but dogs can make all the difference.



I have had two dogs in the pet therapy program at LAH. One was Lodge, a yellow lab. The other was a sweet German shepherd named Gidget. They would take turns visiting, each going once a month. One day when I was there with Gidget, we were in the emergency area for children, and we were quickly ushered into a room with an inconsolable little boy. He was waiting for the doctor to come put stitches in his leg. Grandma and mom were telling him how he'd need to lie very still while the doctor worked. While we waited together, the boy became interested in Gidget and quickly made a new friend. When the doctor arrived and began to work, the boy seemed to realize Gidget could help. He tightly wrapped his arms around Gidget the entire time stitches were being put in and held very still as he'd been instructed, trying not to cry. Mom and grandma realized this was a very special moment—they got out their phones to take pictures of boy and dog, connecting to be brave. Gidget was perfect during the entire procedure. As soon as we left the room, however, she was visibly shaken. She'd held it together for the little boy, but was ready to go home.

Lodge and Gidget have now crossed over the Rainbow Bridge to Doggie Heaven. They have touched many lives for several years at LAH, previous experiences at nursing homes, libraries, schools, and events. Both dogs started in the guide dog program as a product of Guide Dogs for the Blind and worked for more than 10 years as therapy dogs.

I have been a part of the pet therapy leadership team and raised puppies for Guide Dogs for the Blind for 28 years. My family has raised 27 puppies for their first year for that program. Of course, some didn't measure up to Guide Dog standards, and were "career changed" for medical or temperament reasons. Having first option to adopt those puppies as puppy raisers, we've owned several of them, including Lodge and Gidget. When my husband, Tom, and I would go to Nebraska to visit our mothers in care facilities, we'd take along our "career change" dogs. Having had a year of constant training as puppies, they were fabulous therapy dogs! It wasn't just our mothers that were given comfort and pleasure, but many other

***It's That
Time of Year
Again***

residents who would group around the dogs in the common areas. Our dogs would be the topic of discussion at mealtimes for weeks after we had come and gone.

Currently, there is only one dog at our house, a fabulous guide dog puppy named Feta. She is 14 months old and almost ready to make the trip to the Guide Dog campus in Boring, Oregon for formal training to be a guide dog. She has been the only guide dog puppy we've raised without another dog living with us. We've had a dog in our home for the past 54 years. Feta does her own therapy work, quite unexpectedly. She has charmed the mail man—who leaves her a dog cookie in the mail box every day. She's also charmed our 3-year old granddaughter, who spends several days a week at our house. The granddaughter, Junie, sits on the floor and plays with Feta and can lead her around the house on a leash, very proud of herself to be able to have the self-control to move slowly and talk softly to the dog to keep the puppy calm. Neither of those things comes easily for Junie! In August, Tom and I will begin a new chapter.....an 8-week old guide dog puppy will come live with us, but this one will be a black lab!

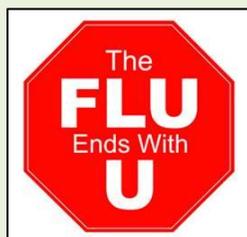
Interested in Expanding Your Volunteer Experience?

Are you looking for a new volunteer experience at LAH, would just like to try something different, OR have a friend who is interested in volunteering at LAH, here are several opportunities:

- Baby hat knitters
- Gift Shop – Wednesdays 9:00-1:00, Fridays 1:00-4:30 every other week, Wednesday and Thursday evenings from 4:30-7:00
- Substitutes for Welcome Center, Surgery Waiting Room, and Mail Room are needed. Training provided.
- Registration Greeter & Escort – Tuesdays 10:30-1:30
- Nutrition – 11:00-1 00, 5-7 pm; several weekdays available and tasks include rolling silverware, wiping down trays, etc. and many tasks which can be done while seated.

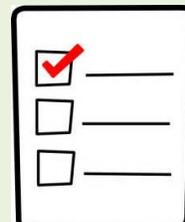
Contact Jennifer Cerf if you are interested in learning more!

Important News from Jennifer...



FLU SHOTS: Once again, LAH will be offering free flu shots starting in September. Flu shots are required for all volunteers at LAH, and you can take advantage of the free program offered by LAH or get your flu shot from another facility and bring verification to the Volunteer Office. Stay tuned...more information to follow.

TB RENEWALS: You should have already received an email reminding you to fill out the annual TB Renewal Form and returning it to the Volunteer Office by July 30. This is a requirement for compliance with Joint Commission, The State Health Dept, and the Centers for Medicare and Medicaid. It is imperative that we have



Far and away the best prize that life offers is the chance to work hard at work worth doing.

- Teddy Roosevelt

these forms on file should the hospital be audited. Extra forms are available in the Volunteer Office and are very easy to complete. If you have any questions, please contact Jennifer.

Canine Corner

For anyone who has pups, here's a special treat that you can make for them which is very nutritious, and we know they will love you for it!

½ cup peanut butter

¼ cup molasses

¼ cup water

1 teaspoon cinnamon

1 ¼ cup millet



Mix all ingredients together (should be dough-like – add more millet if not). Roll out the dough and score it or cut into fun shapes and bake at 350 for 10 minutes.

Volunteer Voices – Old and New

The production of a newsletter for LAH Volunteers dates back to the founding of LAH. The newsletter has been published under numerous names and of course early editions relied on the Royal Typewriter and the Kodak Camera for articles and illustrations instead of computers and digital cameras.

Dee and Frank Beckman assumed the role of editing the Volunteer Voice and Volunteer Directory in the Fall of 2013. Their service to LAH volunteers in this endeavor has been truly appreciated. Dee and Frank worked as a team with Frank setting up the basic design and Dee rearranging paragraphs and doing all the editing.

Volunteer Voice is only one of many volunteer positions for Dee. In addition to serving at the Welcome Center, her contributions have included knitting some 90 prayer shawls and many, many baby hats as well as overseeing the knitting program for several years. She has also displayed knit baby wear, blankets, and items donated by other knitters in the community at LAH Christmas Bake Sales. Her volunteering doesn't end there as she also loved working in the Emergency Department. However, she finally had to 'retire' from that job after two knee replacements since this assignment involved almost constant 'running' (but she still misses it). We are very happy that we still see her smiling face at the Welcome Center, and we hope she never retires completely!



Our heartfelt thanks and appreciation to Dee and Frank for their devoted contributions to the LAH volunteer program for so many years and in so many different ways.

Canine Companions

Beverly Young has accepted the task of producing future editions of Volunteer Voice so here's a little info about her. Beverly began her volunteer 'career' at LAH in 2014 when she and her 'god-dog' Willie joined the Pet Therapy Program. Since then, Willie has made quite a name for himself, and he now volunteers with his real Mom, Pat Ling, on



Wednesdays and Beverly and her dog, Cody, bring smiles to many faces on Mondays.



Bev's initial introduction to pet therapy was inspired by her Mom who was hospitalized at Sky Ridge Medical Center and met a therapy dog team while there. Thus, Bev and Willie began their career at Sky Ridge where they still volunteer.

Volunteerism itself is not new to Bev as she served on the staff of Habitat for Humanity of Metro Denver as Volunteer Coordinator for many years.

Bev and husband Jim live in Castle Rock and have a second home in Silverthorne where they spend a large percentage of their time hiking and enjoying the mountain lifestyle where they also volunteer in summer and winter as Ambassadors at Copper Mountain. Bev and Cody are also planning to 'work' at Summit Medical Center in Frisco.

She is now expanding her role at LAH to serve as editor of Volunteer Voice as well as assisting Jennifer with various administrative duties since she enjoys working with computers and can work remotely while looking out the window of her Silverthorne home.

Message from the Board President – continued from Page 1

The Board's mission was discontinued during the first part of my presidency. The Board was left without a purpose and was challenged to search for a new mission and reason for being or to discontinue its existence. Many hospital Volunteer Boards, including several in the State of Colorado, have been discontinued during recent years for various reasons. After many months of research and deliberation the Board established a new mission and purpose: **"To provide education, support and information through educational programs for LAH Volunteers with a commitment to keeping pace with new trends in healthcare and volunteering."**

During the same time period, we had to say "goodbye" to our State Volunteer Organization. **The Colorado Association of Healthcare Auxillians/Volunteers**, which had been in existence for 61 years serving and supporting Colorado hospital volunteers and volunteer boards. The organization was forced to dissolve due to the inability to find leadership. Many of our own Volunteer Board members had been active members of the state organization since the founding of our hospital. LAH Board members attended the annual state meetings, and I had the personal experience of attending these meetings for three years. This association is truly missed by our Board Members and volunteers throughout the state.

We launched our new LAH Board Mission in 2016. During the past 18 months, the Volunteer Board has presented eight educational and inspiring programs for volunteers including: **Customer Service by Todd Williams, Changes in Healthcare by Mike Brendel, Hope by Carol Jeanotilla, Colorado Amendment 69 by Mary Coleman, Medical Ethics by Ronnie Fitzgerald, What is Your Heart Worth by Mike Brendel, End of Life Options by Alan Verill, M.D. and CMO, and Caregivers by Barbara Morris, M.D.** These programs have been very well received by all attendees. Keep your eyes on the volunteer bulletin board for upcoming programs.

As in the past, the Volunteer Board continues to sponsor numerous fundraising events including the annual Bake Sale, Grandma's Attic Sale and several annual Vendor Sales for volunteers and hospital staff. Proceeds from these events are granted to hospital programs. During the past two years, these proceeds have been presented to the LAH Patient and Peer fund project. It is our hope that we will continue to offer educational programs and events for LAH Volunteers. We welcome your ideas for program topics as well as your support and assistance with board programs and events. Please contact any member of the Board with your suggestions and your willingness to serve on Board-sponsored programs.

Little did I realize in 2013 how versatile, enriching and challenging serving with the Volunteer Board would be. It has provided me the opportunity to know and work with many caring and devoted volunteers. I want to say thanks to Michael Ann and Jim and all the Board members for this memorable experience. It has added new challenges to my life and my role as a volunteer at LAH. I would also like to thank Catherine Bartley, former Manager of Volunteer Services, for her past 17 years of support and devotion as an ex-officio Board member. We welcome our new Manager of Volunteer Services, Jennifer Cerf, to the Board with open arms, and we promise to provide her with both challenge and reward in the coming years.

As I leave the position of President of your Volunteer Board this fall, I leave with the hope that many more of our volunteers will seek involvement through Volunteer Board service and activities. I refer to this as ABCD – **Above and Beyond the Call of Duty** – to enrich and enhance your volunteer devotion and experience. I leave with a sense of gratitude for our decision to continue the LAH Volunteer Board and its new mission. I leave with the utmost appreciation of all of our past members and with best wishes for an enriching and rewarding experience for our current and newly-appointed Volunteer Board members. It has been a truly rewarding and gratifying journey during these past four years. Thanks for asking me **aBoard**.

- Your Volunteer Board President, Joyce Sullivan, 2014-2017

A Note of Thanks

We would like to express our sincerest thanks to Joyce for her many years of service to LAH, and for her dedication to the incredible team of volunteers who, on a daily basis, give of themselves to bring compassion to patients, their families, and the staff of Littleton Adventist Hospital. She leaves a lasting legacy!



**Littleton
Adventist
Hospital**

7700 S. Broadway

Littleton, CO
80122

303-730-8900

We're on the Web!

www.mylittletonhospital.org

**Littleton Adventist Hospital
Volunteer Board – 2017**

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Chr. Educational Programs – Barbara Benschung

Marketing – Gary Morton

Recording Secretary – Joan DeGraff

Newsletter Reporter – Jewell Biddle

Corresponding Secretary – Pat Pickering

Member at Large – Sharron Regenthal

Ex-Officio Member – Jennifer Cerf

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Adopt a Family – Sandy Slater

Volunteer Voice Editor – Beverly Young