Message from Jennifer
-Jennifer Cerf – Manager of Volunteer Services

Hello Wonderful LAH volunteers!

First, let me thank you for participating in the recent volunteer survey that was sent out several weeks ago. It is important to me to take the “pulse” of Volunteer Services to see what is working, where we can plug in new ideas, and how I can support you better so you can be the most satisfied and productive volunteers in the city. I have tried to summarize the results for you in this article as it ended up being 27 pages in length. If you want to read all the responses, I am more than happy to provide you with that link – just shoot me an email to request it.

Here is the Reader’s Digest version of your results:

We had more than 40% participation which is truly outstanding!

- 50% of the respondents have volunteered at LAH for 4 years or more
- 49% of respondents are Happy, Happy, Happy! 33% are Happy, Happy and 18% are Happy 😊
- Volunteers for the most part feel well trained, well supported, and well appreciated.
- Most volunteers like the appreciation luncheons.
- Most volunteers do not care how we “count their contribution – years vs. hours”. Award pins are nice but not necessary.
- Most volunteers do not know what the Board does or that we even have a Board!!! I’m not exactly sure how to interpret those responses, but please allow me to introduce you to the Volunteer Board!!! The Board has 2 official tasks: 1. Educational programs – arranged by Barbara Bensching and...
Our Mission

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.

2. Fund raising – run by Barbara Henigsman, including all vendor sales, bake sales, and grandma’s attic.

- We donate the $$ raised to 1. Provide a Christmas for an indigent family from Field Elementary – spearheaded by Sandy Slater and 2. Give back $$ to the hospital – this year it went to the Brain Matters campaign to support Neurosciences here at LAH in the amount of $3,300.00. And 3. Purchase flowers to donate to National Cancer Survivor Day as a give-away to an attendee.

- We also provide a newsletter three times a year letting you all know what’s happening with the Volunteers and around the hospital. The newsletter is called The Volunteer Voice and is edited by Jewell Biddle. I send it out electronically via email, and a copy is placed on the home page of the Littleton Adventist website under Volunteer Opportunities.

- Three of you suggested that I “shadow” you in your position assignments. What a fantastic idea!!! I will do this before the end of summer. I will be in Surgery Waiting, the ED as an Angel, and the Welcome Center.

It is hard to believe that I have been your Manager for over two years now, and I want you to know that I have loved every minute of it. I feel blessed to be in this role and to work with the most giving, compassionate, reliable, and generous spirited folks I know. I hope you know I have an open-door policy, and you are welcome to come and chat with me about anything.

Thank you for serving the patients, guests, and staff of our hospital. I heard just last week at the Leadership Retreat from one of the Administrators in the C-Suite that “the hospital couldn’t run without the volunteers - they are the heart and soul of this place”. I couldn’t have said it better or agree more with that statement. THANK YOU for the invaluable contributions you make each and every day!

Answers to the Let’s See What You Know Quiz:

Please take a few minutes to review this important information

By now, many of you have already completed the “Quiz” that was distributed along with the TB forms several weeks ago. It is important that we all review this important information from time to time to keep it fresh in our minds so please review the following:

1. List the 3 steps to take in the event of an active shooter incident:
   RUN  HIDE  FIGHT
   Please take a few minutes to watch this important video; it only takes 11 minutes and it could save lives!
   Click here for the MESH Coalition Active Shooter video
2. The number one priority in an active shooter event is to protect your own life.  
   **TRUE**

3. What number do you dial if there is an emergency of any kind in the hospital?  **55**

4. What are the 5 moments of hand hygiene according to the World Health Organization? (Try to complete this without looking at the back of your badge!)

   1. **Before you enter a patient’s room**
   2. **After you leave a patient’s room (whether you touched anything or not)**
   3. **Before you touch a patient or their belongings**
   4. **After bodily fluid exposure**
   5. **Before medical procedure (no volunteer should ever be doing this!)**

5. I am on a patient unit and hear that a member of my church is in the hospital. I should contact my pastor and let him/her know.  **FALSE**

6. If I foam into a patient’s room, but do not touch anything, I do not have to foam out.  **FALSE:** always foam out


8. Which side of your uniform do you wear your badge on?  **RIGHT**

9. Which parking spaces should I park in as a volunteer?  **Park in BLUE spaces unless you have a handicapped tag and can park in a handicap space.**

10. “Loose Lips sink ships” is another way to refer to what law? **HIPAA; don’t give out any identifying information about anyone. Their medical issues are not yours to discuss.**
11. Part of the culture of LAH is to smile and greet people in the hall and walk visitors/patients to their destination. TRUE, be friendly and say hello.

**TB Renewals – Due August 12**

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 **August 12**. 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 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.

**Looking for Something Special?**

Shop at our Treasures, Trinkets, and Tchotchkes! **August 9** in Conference Room 1 at 9 am – until sold out. Surplus items from our Gift Shop will be sold at reduced prices.

**CASH ONLY!**

**Dancing with the Stars Spring Volunteer Appreciation Luncheon - April 19**  
*By Jewell Biddle*

The spring volunteer luncheon, held on April 19 at St. Andrew United Methodist Church, was planned by Bev Young and Jennifer Cerf and was a huge success. After checking in, we went into the beautiful decorated room where the luncheon was held and were entertained by lovely piano music by Eileen Lukanic. We were all given “dance cards” at signing in and the first person to sign up 10 people for her team, Carmen Moyer, won a gift card for getting her dance card filled in 8 minutes!

Jennifer had researched dance cards and learned that they were started in the late 1700s in Vienna. Typically used by the upper class, young men would sign a lady’s dance card if they took a fancy to her. Some of these cards were embellished with jewels and were quite ornamental. Dance Cards spread across the ocean and
around other continents and the “lingo” of the dance card even caught hold in the United States Air Force when planning flight maneuvers.

After the benediction, given by Jeremy Harris, a volunteer Eucharistic Minister, lunch was served. The LAH kitchen staff served not only a delicious lunch, but gave the dishes names in the spirit of the dancing theme: Tango Mango Veggie Wrap, 2-Step Tuna Wrap, Chicken Dance Wrap, Watermelon Crawl Salad and Macarena Macaroni Salad to name a few.

Each table had a trivia questionnaire to fill out about dance trivia. Our table won and we each got a gift card for Starbucks, Panera, or whatever we chose. Incidentally, in an article published in the New England Journal of Medicine, dancing has been shown to reduce the incidence of Alzheimer’s and dementia by 76%! Dancing is better for your brain than reading, crossword puzzles or any other type of physical activity!

The lunch was followed by a local dance troupe called Brunch Squad, from Allana’s Academy of Dance, located in Littleton. They were amazing! The dancers performed hip hop, jazz, break dancing, modern and contemporary dancing. This troupe showcased their talent with a 7 and 9 year old brother and sister doing contemporary and jazz dancing; Carly doing a gymnastic floor program; Delaney doing a contemporary program; the Abner Bros doing hip hop; and Carly and Evan doing “wacky” dancing. Indeed, everyone was entertained and found the different dances quite enjoyable!

**Meet Jeff Olson**

*Featured Volunteer*

If the top of Pikes Peak is the goal of becoming a doctor then I would just be getting out of my car at the trailhead and taking my first steps. But even though I haven’t made it very far I have sought advice from those who have already reached the summit, and I think I have what it takes to get to the top.

For me, volunteering at LAH has been crucial in helping me to get the exposure I need to see if I enjoy the environment
of a hospital and can see myself working in one for the rest of my career. Since last December, I have been volunteering twice a week at the Welcome Center and in the ER as a Community Health Navigator. From what I have experienced so far, I have felt much more confident about my decision to apply to medical school and have been eager to soak up as much knowledge about healthcare as I can.

When I graduated from the University of Denver in 2013, I had to be honest with myself in saying that I didn’t have the maturity needed to dive right into medical school, so I decided to temporarily explore a different passion of mine and teach high school math for a year. That one year turned into five as I caught the teaching bug and advanced to becoming a licensed classroom teacher. I currently teach at Mountain Vista High School and am thankful for all the bright minds that I am able to interact with on a daily basis.

While at Mountain Vista, I continued to explore an old passion of mine by coaching lacrosse. This has become a big part of my life, and anytime that I am not teaching or working on my med school application I am either coaching, playing, or watching lacrosse.

One of the great benefits of volunteering at LAH has been all of the relationships I have made. Jennifer Cerf has been incredibly kind and helpful since day one and I appreciate her picking a volunteering position that would get me the maximum amount of exposure to patients. Moriah Bell has been amazing to work with and she has taught me so much about the resources that are available in our community and how the healthcare system works as a whole. It is also really nice getting to catch up with Tish, Andrea, and Robyn every week at the front desk and hearing all of their stories.

One of the most impactful relationships I have formed has been with the ER physician, Dr. Morgan Skurky-Thomas who has allowed me to shadow him on multiple occasions and opened my eyes to the world of ER medicine, a specialty that I would strongly consider if I do earn an acceptance to medical school. This interest in ER medicine is also bolstered by the fact that my fiance is currently a second-year pharmacy resident in Emergency Medicine at Denver Health and my best friend is a first-year medical resident in the very same program.

When I was a student at Littleton High School, the idea of becoming a doctor looked to me a lot like how Pikes Peak looks from Denver, just a hill on the horizon. Now that I am much closer to actually starting, the prospect looks as daunting as ever. But I do have a good pair of hiking boots, and I know that I’ve got the support to make it to the top. If I do get accepted, my Littleton Adventist family will be some of the first to find out. Thank you for all the love and support and I look forward to volunteering with you all every week!
Special Thanks for Your Time, Talent, and Compa

**Special Thanks for Your Time, Talent, and Compassion**

Barbara Henigsman, Fundraising Chairperson, recently presented Marble Jones, Director of the LAH Foundation, with a check for $3,300! Volunteer Services was able to donate $3,300 to the Littleton Hospital Foundation’s Brain Matters Campaign in support of advancing neurological care here at LAH. Thank you Volunteers for your generosity of time, talent, and compassion. And a huge shout out to Barbara for all of the coordination of the sponsored vendor sales!

Meet Jackson

**Meet Jackson**

*By Kirsten Ennis*

My name is Kirsten Ennis, and I own Jackson, my nine year old Welsh Corgie. I have owned him since the day he was born. He had 8 brothers and sisters, which was a surprise because the vet told us there would be 3. He was the only one that I kept, and boy am I glad I did. His first few years of life, I showed him in dog shows around the country, and he usually won every class he entered.

While we lived on a farm in Nebraska, I developed West Nile. From the West Nile, a year later I developed Bickerstaff Syndrome that basically makes me paralyzed anywhere between 4 and 7 hours. This condition is very rare, and it took the Neurologist a few months to figure out what was wrong with me, but my little Jackson was alerting them long before the doctors figured it out.

After the doctors decided that was what he was doing, Jackson was sent to a program in Canon City, CO to the prison program called Puppies Behind Bars. When he came home, I had a service dog that literally saved my life more times than I can count. He alerts me about
an episode about a minute before it happens, which means that I can
drive and live alone. I had to retire after this, and for a few years that
worked out but I found that I was not leaving the house and became
very depressed.

So Jackson and I started to volunteer at a nursing home in our small
town in Nebraska. The residents loved him, and we were there every
day. I found that I got just as much out of the experience as the
residents did. That started our therapy dog training, and we were off
and running to many different places including hospitals, nursing
homes, and schools.

Four years ago, Jackson and I moved to Colorado and went right back
to sitting at home and not doing much of anything. Again, I was
determined to get out of the house and start living life again. I started to
volunteer at a long-term and memory care establishment. One day, one
of the visitors (Libby) came in to see her family member, and she told
me about the program at LAH and thought that Jackson would be a
good fit.

Within a few weeks, we were in the hospital training program.
Let me just say that Jackson and I love being at LAH and visiting with all
the patients and staff. Jackson gravitates to those that need him most.
He will lay with someone quietly for long periods of time, bringing that
smile that sometimes you just don’t see in the hospital. I think he gets
the most out of the Emergency Department where people are waiting
for tests or just hanging out in the waiting room.

We were there after the Stem School shooting, and Jackson was asked
by the staff to go into rooms and lay with the students during
procedures to help them stay calm and distract them from what was
going on. We were also asked by some of the detectives and staff to
have a little pet love. We went into the waiting room with the other
students that were waiting to hear how their friends were doing and
were able to help calm them down. Jackson can help people with
anxiety and just make them comfortable. We go to the mental health
side of the ED and visit with patients, and we are able to calm them
down very quickly.

I know the staff appreciates him as well. Sometimes it feels like we help
more staff than patients, and he loves that too. I am so honored to be a
part of the pet therapy program here at the hospital and hope to
continue for a long time to come.

Let me finish by saying that without Jackson I would probably not be on
this earth. He has brought me out of a depression that was so deep and
has given me freedoms that I never thought possible just a few short
years ago. I am honored to share his story with all the wonderful
volunteers at LAH!
mark your calendars for these LAH events

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

- **Daily**: A Time for Clarity: Daily Chapel Service, Mon-Fri 10 am
- **August 9**: Trinkets, Treasures and Tchotchkes Sale, Conference Room 1 **CASH SALE ONLY**!
- **September 10**: Achievements to be made with Current Neurosciences Fundraising Campaign, presented by Marble Jones and Dr. David VanSickle: 1-2 pm in Conference Rooms 3&4.
  Dr. VanSickle has a formidable resume: earned Master's and Doctorate in bioengineering; earned medical degree, and is Board Certified, in neurosurgery with a 6-yr residency; pioneered robotic deep brain stimulation (DBS) for Parkinson's and essential tremor; and performed the first asleep deep brain stimulation in the US.
- **September 23-24**: Collective Goods Sale
- **October 30**: Stop the Bleed: 11-12 in Conference Rooms 3&4.
  There will be several in-house trauma speakers
- **November 6**: Fall Volunteer Luncheon, Pinehurst Country Club, 11 am
- **November 8**: Holiday Boutique

**education seminars keep us in the know**

In keeping with the Volunteer Board’s mission, we have offered several informative seminars, and attendance continues to increase.

For those of you unable to attend or those who need a quick refresher, here are summaries:

**Senior Living Options – April 30**

*Presented by Ed Wagner*

Ed Wagner owns Assisted Living Locators and places many people in the appropriate living situation for free. (He is paid a finder’s fee from all communities or homes, and it is the same, so he has no bias for placement.) He explained that whereas there used to be only 2 options for senior living, the active adult communities and nursing homes, there are now 5.

1. **Active Adult Communities (55+)**: These are communities in which you can buy patio homes, condos, etc. and in which there are plenty of activities. They do not include meals or care. There are a few in the Denver area but these are mostly in California, Florida and Arizona. (Ed estimated these cost approximately $1500/month and are only private pay.)
2. Independent Living Communities (62+): These are communities with apartment style living and include many activities, meals, cleaning, utilities, transportation, etc. Care has to be scheduled. Residents may have a pet. There are only 5 of these in our area and some have buy-ins. The ones he mentioned are Concordia, Wind Crest and Residences of University Hill. Generally these are month-to-month and are approximately $2500+/month. They are private pay only.

3. Assisted Living Communities (62+ but not always): There are 2 types of these: communities and group homes. They include meals (Colorado law requires 3 meals/day), laundry, cleaning, utilities and transportation generally. There are lots of activities such as movie theatres, salons, game rooms, exercise rooms, PT, etc. They include 24-hour on-demand care and an awake staff. The care includes anything from dressing, grooming, bathroom assistance, special diets, fall prevention, medication, and physician/nursing visits. If the residents live in apartments, the apartments are generally smaller than independent living, whereas group homes are generally private homes with quite small living quarters. In Colorado HOAs cannot prohibit assisted-living group homes. (Ed again estimated the cost to be $4000-4500/month.) Pay may be made privately, with long-term care insurance, VA assistance and Medicaid to name a few.

4. Memory Care: This is assisted living for those with some type of dementia. There is a secure environment, as many residents tend to try to leave. The cost is generally $5000-6500/month and everything is covered. These are generally private pay; Medicare is nearly impossible.

5. Skilled Nursing: Also known as Long-term-care, SNFs or Nursing homes, these communities are for people who are non-weight bearing, have IVs, feeding tubes, etc. It is a last resort, but frequently people go here, rather than assisted living, because they can’t find an assisted living community in their area or other reasons preventing them from using assisted living (e.g. my sisters and I have tried to find assisted living places for our mother when she needs more care. She lives in Missouri and in order to live in assisted living communities, the law requires a resident to be able to get to an exit in 5 minutes. The law allows a small percentage to be a little slower, but generally the community will not take a new resident who can’t get out in 5 minutes.) Medicaid in Colorado pays up to $6000 or $7000/month and is fairly easy to obtain, depending on one’s finances.
Finally, living at home, with home care, is the most expensive and depending on need, can be up to $15,000/month.

The take-away from this program was that it is extremely important for a person to plan in advance so their relatives/friends won’t have to choose for them. Thus the decision will already be made and will be suitable for the person needing care!

**Cancer Survivor Event – June 2**  
*Presented by Kyle Clark and Sean Swarmer*

The event was held at LAH on June 2 and was a wonderful celebration of life. Kyle Clark emceed the event and Sean Swarmer, 2-time cancer survivor, author and adventurer was the featured speaker. There was a wonderful lunch hosted by our Nutrition Services, great massages and many prizes were given away.

The highlight was our speaker and what an amazing guy: when he was 13, he was diagnosed with Advanced Hodgkin’s Lymphoma and his parents were told he had 3-4 months to live. With his fighting spirit, and many months in the hospital, he survived this terminal cancer. At 16, he developed another terminal cancer and this time his parents were told he had 17 days to live.

Once again, after a year in the hospital, he survived. He is now 44 and has climbed all 7 Summits, despite the fact that he was told it was physiologically impossible to climb Everest with only one lung. He is the first person to climb Everest with one lung and the first Everest climber to have survived 2 terminal cancers. His next project is to run 7 marathons, in 7 days, on 7 continents in January. A most inspirational guy!

Many thanks to the Team who put this all together: Oncology, Mission and Ministry, and Nutrition Services.

**Littleton Adventist Hospital Volunteer Board – 2019-20**

Interim President – Joyce Sullivan  
Recording Secretary – Denise Irlando  
Corresponding Secretary – Pat Pickering  
Chr. Fundraising – Barbara Henigsman  
Chr. Educational Programs – Barbara Bensching  
Newsletter Reporter – Jewell Biddle  
Ex-Officio Member – Jennifer Cerf  
Supporting Member: Adopt a Family – Sandy Slater