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Message from Jennifer

- Jennifer Cerf – Manager of Volunteer Services

Hello Wonderful LAH Volunteers!

What you do matters! When I think of my volunteers, I think of Vimpect – amazing people making incredible contributions and impact every day! Thank you for using your time and talent at Littleton Adventist Hospital making our patient’s experience the very best it can be!



The impact you have made cannot be quantified, but I’m going to try! Here goes: YOUR Vimpect is Priceless!

VIMPACT What is Vimpect?

It is the Volunteers’ Impact at Littleton Adventist Hospital.

The Independent Sector has determined that the value of a volunteer hour in Colorado for 2018 (always a year in arrears) is \$28.02. Combine that dollar amount with our over 40,000 volunteer hours and Volunteer services is giving back well over a million dollars to LAH every year!

But let’s look at your Volunteer’s contribution in some bite sized pieces:

- How can you determine the value of 11,250 + patient, staff, and guest interactions with our dog therapy teams?
- Our Welcome Center volunteers delivered 1,500 flowers to patients.
- Our Community Health Navigators screened 731 patients for social determinates they were lacking in like housing, food, transportation and utilities.
- Surgery Waiting escorted 6,292 families back to the PACU.

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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.

- Bob Hunt, our 95-year-old volunteer, just retired. He faithfully served with the coffee cart team and delivered newspapers to waiting rooms and lounges. Bob has given 28 years and 10 months of service to LAH. Bob has made a difference for thousands of folks during his tenure here.
- Jim Beach, our Patient Ambassador, has elicited 1,200 smiles from the patients he has visited this year alone! He has a 100% smile average – a smile every patient, every time!
- It takes 27 hours to create a handmade prayer shawl by one of our knitters. Volunteer Services has given away 83 prayer shawls from January to September...many more will be given throughout the end of the year.

These are just a few examples of what our volunteers do to enhance our patients' experience at LAH, and there are many, many more! I believe that your Vimpect is priceless – it is impossible to put a mere price tag on what our volunteers do for our patients by listening, escorting, helping, serving, and bringing joy to our patients, guests, and Associates. Your Vimpect creates a positive patient experience that is unparalleled!

Thanks again for the huge difference you make in all of the lives you touch!

Annual Fall Volunteer Luncheon **- By Jewell Biddle**



The luncheon was held at the Pinehurst Country Club on November 6, and was a huge success. Jennifer Cerf and Bev Young did the planning; we give them a loud cheer! Jennifer started the festivities by introducing some special people who attended, including youth volunteers from the Littleton High School transition program who work in nutrition services Monday – Friday with their PARAs and are making a big difference!



Dany Hernandez offered the Blessing, and up next was our CEO, Jillian McKinney. What a delightful human being: her remarks included her goal which is improving the health and lives of our community. Her mission is to show up as her best self; she is grateful for the volunteers; and she wants to love as Christ loved. Luckily, she sat at my table and regaled us with stories from potty-training her 2 year old son, to professional history, to house-hunting and to her mother who is a pediatric psychiatrist. Most impressive and indeed, Jillian is very engaging and transparent, a great leader for LAH.

Lunch was served after the opening remarks: a salad with cranberries, apples, feta cheese, spinach and pecans, followed by the entrée, which was either chicken or salmon (chosen in advance by each volunteer) with asparagus and potatoes. Finally, we all had a scrumptious dessert of chocolate wafers and ice cream. Everyone loved it!



The entertainment was extra special: The Shantones, one of 4 high school choral groups from Chatfield High School. Joining the group is very competitive and all singers must try out for it by doing a variety of scales, beats, sight reading, etc. They opened with a song from the 1500s and closed with a new Christmas Carol, written by a new artist. They sang way above their level and were most professional.

Jennifer announced new 'Years of Service' awards which are badge reels indicating years of service and given for 3 and 5 years of service and then every 5 years thereafter. She also still has the hour pins for those who want to keep earning the next level. (See Jennifer if you would like your next "hour pin" award.)



Special awards were given to Nancy Keienburg and Dee Blankenship, who each worked over 20,000 hours during their "volunteership" at LAH. And, a final special award was given to Barbara Henigsmen for her fundraising efforts through vendor sales.



We all went home happy, full and joyful!

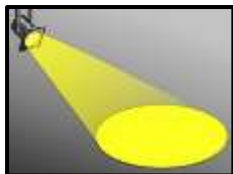
Meet Nancy Keienburg - By Jewell Biddle

I met Nancy Keienburg at her beautiful home in Wind Crest. What a wonderful woman who has been very passionate about 2 things in her life: volunteering and traveling. In fact, since Nancy started



volunteering at LAH in December 2010, she has worked over 40 hours per week: she started by cleaning the coffee pot areas, crocheting lap blankets and head bands (which are much cooler) for patients in the Neurological Diagnostic Unit, making fabric hearts for breast cancer patients to put over their chest under their seat belts to prevent rubbing and finally, has worked in the gift shop for several years. She retired the first part of September 2019 from the gift shop, but still crochets and hopes to get her sewing machine working again to do more hearts.

VOLUNTEER SPOTLIGHT



One of the deepest secrets of life is that all that is really worth doing is what we do for others

CANINE CORNER

Nancy was born in Tulsa, Oklahoma; her family moved while she was still young to San Antonio, Texas. She graduated from high school there and also Junior College. Throughout high school, Nancy worked as a candy striper at a local hospital, Santa Rosa, and loved it. That started her passion for volunteering. She then went to San Marcus University in San Marcus, Texas. Her secondary schooling took approximately 13 years as she, and her identical twin sister who did everything together, worked the entire time. She graduated with a degree in Physical Education and Education. They both did weekend jobs as phone operators throughout college. She was also teaching while in college because she had an emergency certificate to teach in low economical schools. She taught elementary grades 3 and 4, as well as the TAG (Talented and Gifted) program in those grades.

Nancy graduated from college in 1969, along with her twin sister, and they both took off for Germany where Nancy got a job teaching elementary school on Army bases, where she also lived. While there (for 31 years) she volunteered in the Army base gift shop. Also while there, Nancy's passion for travel began. She traveled everywhere in Europe by car, then by air to the Middle East, north and south Africa, India, Thailand, Egypt and Saudi Arabia. She typically stayed at military bases when she traveled.

In 2000, Nancy moved back to the states and to Albuquerque where her older sister lived. She stayed there for 6 years and volunteered in the local hospital gift shop. She then moved to Centennial, with her sister, to see the sister's great grandchildren. And in 2010 found LAH which was incredibly fortunate to have her.

Nancy currently works the tech side of Wind Crest's TV productions for the community. She is a timer for interviews. I'm certain she will be volunteering forever.

Canine Corner Potpourri
- By Jewell Biddle



The Dog Therapy Team

The Dog Therapy Team is comprised of 7 women who do a remarkable job: Lynn Grover, Susan VonDaudt, Rosann Asselin, Libby Chernov, Jan Dickinson, Carmen Moyer and Arlene Bobrow. These women each have their own specific responsibilities from scheduling to training to reminders to get dog shots. Susan VonDaudt was kind enough to give me all the "skinny" on this.

The program started in 2005 with a mission to visit patients, staff and guests and brighten their day. Everyone really enjoys the dogs and they have never had an incident occur. The process by which these ladies choose dogs is very thorough.



Some Angels Choose Fur Instead of Wings

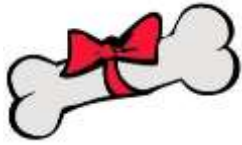
- First, one of them prescreens the owners by telling them the requirements to see if they can meet those: commitment to the program for a year; commitment to volunteer 2x/month; dogs must be 3 years old; and agreement to follow all hospital rules regarding all volunteers (background screen, flu shot, TB etc.).
- Second, if the prescreen is successful, the owners and dog meet with all or some of the 7 members of the Team: to give Team members Vet paperwork; to be assessed by a volunteer Vet for temperament and personality; to confirm dogs are 3 years old and have had all their shots; and essentially to make sure the dogs are “bomb proof”, direct quote of Susan VonDaudt.
- Third, the owner is vetted as any volunteer is.
- Fourth, the owners and dogs must be trained by one, or some, of the Team members and taken into some patient rooms. Fifth, the dogs must be trained by another Team member and taken into patient rooms.

A Dog and Her Owner

I interviewed LeeAnne Lewis, with her dog Hannah, to find out what the process looks like from their side, i.e. the owner and dog applying to be in the program. While there is no certification for obedience training required by LAH, many dogs have various certifications, including LeeAnne’s who has a therapy dog license, good citizenship awards and obedience training awards. She said in order to start the process, someone calls Volunteer Services and is then referred to the Dog Therapy Team. Any required training is done with the Team, as set forth above.



The temperament training consists of a Team member pulling the dog’s ears, tail and legs (fairly gently but like a child might); getting close to the dog’s face; brushing the dog with a comb; making loud noises to see if the dog reacts (such as throwing a tin can on the floor); and making sure the dogs are very obedient. Once the dog shows that none of the above upset her/him, and that they’re obedient, they may start the program. They are assigned a specific floor in the hospital, but can also go to rooms where patients have called the Welcome Center to request a dog visit. The owner and dog then go to the rooms assigned (or requested), knock on the doors and visit if the patients wants to see the dog.



A Scrumptious and Healthy Doggie Treat

Yummy Crock Pot Dog Food Recipe (Puppy Stew)

Serve this stew in addition to your dog's kibble as a moisture & nutrition boost. When adding stew, serve just a couple of tablespoons of kibble or canned food.

Layer the following ingredients in a crock pot.

1st layer: 3 lbs organic chicken thighs, organic buffalo (or other meat)

2nd layer: (pick 2 or 3 from the following vegetables (all vegetables chopped fine)

Zucchini (2), Asparagus, Green beans (frozen or fresh NOT canned), Yellow squash (2) and Celery

3rd layer: (one of the following grains (dry) Barley, Quinoa or Steel cut oats

4th layer: Handful or dried kelp or Nori

5th Layer: 5 leaves of chopped kale

Cover with 4-5 cups of water and cook on low for 8-10 hours.

SAVE THESE DATES

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
- December 2019: Date TBA: Annual Christmas Dinner
- Education Programs:
 - January 14, 2020, 9-10, Conference rooms 3 & 4: Dr. VanSickl3
 - February 2020: Date TBA: Active Shooter, by Security
 - March 2020: Date TBA: Orthopedic surgeon Dr. Ronald Hugate
 - April 2020: Date TBA: Dr. Alan Verrill regarding the value of vitamins and supplements

Vendor Sales Update

- By Barbara Henigsmann and Jewell Biddle



Trinkets, Treasures and Tschotskes – Aug. 9

Thanks to Karin, our Gift Shop Manager, volunteers were given the opportunity to purchase many of the numerous items she had left over from the gift shop. We had a huge selection of lovely greeting cards (which were popular at 50 cents per card), cookbooks, Broncos memorabilia, sweaters, etc. The prices were 75% lower than gift shop prices and toward the end, the Volunteers made a number of “deals”. The sale brought in \$382.00.

Collective Goods – Sept. 23-24

Where, oh where, were our shoppers for the annual Collective Goods event (formerly known as the Books are Fun event)? The sale was held

on a Monday and Tuesday, which in hindsight was not a good time for our shoppers. The sale included a selection of children's books, cookbooks and books of several religious writers; daily living comfort items such as wedge pillows and chair cushions; and household and yard items (e.g. a yard solar light showed wind direction, along with a rain and snow gauge). We made such a pitifully low amount that we are not publishing it.

Holiday Boutique – Nov. 8

The annual boutique was enjoyed by many shoppers. The usual number of 6 vendors presented their goods: sterling silver jewelry, with semi-precious stones and lab-created opals, and a selection of rings, necklaces, earrings and bracelets, was presented by the Southwestern Collection; Touchstone Crystal returned for the second year and presented their Swarovski jewelry; an extensive collection of Fair Trade handbags, totes, scarves, hats, bracelets, baby blankets and nice cloth-handled totes for holiday food were shown and sold; Discovery Toys offered a nice selection of educational books, toys and games for all ages; and finally, there was a huge selection of sports shirts from all the Denver teams, and memorabilia of all NFL teams. The sale raised \$510 which will be used by the volunteers for holiday gifts for a needy family.



Vendor Sales at LAH to Vanish

- By Jewell Biddle

During the past quarter century, VENDOR SALES have been popular fundraising events for Hospital Volunteer Boards throughout the United States. The Littleton Adventist Hospital Volunteer Board initiated Vendor Sales in 2001 and has since sponsored approximately six Vendor Sales annually which have been enjoyed by hospital staff, guests and volunteers. It is with both appreciation and regret that these annual vendor sales will be discontinued at LAH in 2020. The last annual event, HOLIDAY BOUTIQUE SALE, was held on Nov. 8.



Barbara Heningsman, LAH Volunteer, and long-time Volunteer Board member, has organized and sponsored these vendor sales, almost on a solo basis, since 2006. She has arranged and supervised a grand total of 90 Vendor Sales since she assumed this role as a Volunteer Board member during these past 13 years. These

vendor sales varied throughout the years specializing in jewelry, clothing, purses, shawls and books. Hospital staff members and volunteers have looked forward to these sales for many years.

**THANK YOU,
BARBARA !**



**Rose Mary
Johnson**

**Judy
Woodward**

Since the sponsoring of the first Vendor Sale in 2001 by the Volunteer Board, a grand total of \$110,990 has been granted to Littleton Hospital grant funds. Over \$65,000 of this amount has been donated during Barbara's tenure and leadership since she assumed this role in 2006. Funds have been granted to numerous fundraising sources including The Patient and Peer Foundation, the Chaplain's Office and needy families.

Barbara wishes to thank the staff for their shopping days at the sales. She says it has been a very interesting experience through which she has gained some personal friendships. As true of department stores, Barbara has witnessed a decline in sales during these past few years as the internet has taken over the shopping experience for many. It has been a rewarding experience for Barbara and an on-going fund-raising project for the Volunteer Board. Barbara says it is time to say goodbye to the project and "thanks for the memories." Our thanks to you, Barbara, for providing this project for hospital staff and guests and for your devotion to this fund-raising project through these many years.



In Memoriam: Judy Woodward

Long-time volunteer, Judy Woodward, passed away on Oct. 9 after a courageous 4-year battle with cancer. She was born in Iowa in 1939 where she grew up and graduated from high school. Judy began volunteering at LAH 15 years ago. She worked at the Welcome Center with Michael Ann Hanzel up until a few months before she passed away. To quote Michael Ann: "I have never known anyone more inclusive and welcoming than Judy" -- quite a testament to Judy's character and heart. Judy loved doing things with her 2 children and 3 grandchildren; she even camped out in a tent with them every summer. She went to all of their events that she could.



Judy was instrumental in starting the annual bake sale at LAH, as well as Grandma's Attic sales. She enjoyed many things: cooking large holiday meals for her family; wrapping presents and decorating her house for the holidays; shopping for antiques and collectible plates; going to lunch and plays with her friends from work and the hospital; playing Mexican train; visiting her daughter's dog, Jax, daily; and driving to Iowa twice a year to visit her sister and family. She will be missed by all of us at LAH!

**Littleton
Adventist
Hospital**

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We're on the Web!

www.mylittletonhospital.org

LAH Volunteer Board

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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