President's Message
Jose Rodriguez-Lopez, Volunteer Board President

As the summer officially begins for our Junior Volunteers, I want to take a brief moment to acknowledge everyone involved with this program. I am very thankful for the Volunteer Office, Stacey Jackson and everyone involved in getting our summer session ready to go.

• For all volunteers who take time, effort and patience with training many junior volunteers in their service area for the summer session, I am truly grateful. Without you our summer sessions would not be as popular or successful as they are.

• For our Junior Volunteers, I want to congratulate you on making one of the best choices by joining LUH. You are dedicating your skills and summer time to continue the mission of the volunteers and LUH, and for that I appreciate you.

I also want to give you a few reminders on the way your Volunteer Board works. The board holds a meeting the second Wednesday of the month in one of the hospitals gallery rooms. The board meets monthly to share, discuss and provide feedback on the different events, activities or any other matter that volunteers provide during the month.

Monthly board meetings allow for open time for general members of the volunteers to join us to provide any feedback. Meeting minutes are always posted at both check-in computers. Volunteers are encouraged to read and learn what the board is currently discussing or working on. Meeting agendas will be posted a week prior to the meeting at both check-in computers for you to review.

I invite you to always remember that the Volunteer Board and its members are always interested in receiving feedback or comments from volunteers. If you are unable to attend a meeting, you can contact the Volunteer Office or any of the board members. If you wish to provide feedback for the board, you may do so via writing or email. After June 2016, a contact list on different ways to reach the board will also be posted or emailed to all volunteers.

“If you don't like something, change it. If you can't change it, change your attitude.”
- Maya Angelou

Laura’s Note
Laura F. Kinder, CVA
Director, Volunteer and Spiritual Care Services

After being tucked away for a while, the Teddy Bear Clinic and Safety Fair was brought to life on May 21. Under the leadership of Christy Willet, Trauma Nurse, and Chris Duran, Manager of the Trauma Program, many fun activities were available for children to become familiar with healthy habits. These habits included everything from eating vegetables, brushing teeth, washing hands, and wearing helmets while biking. Teddy Bears and other stuffed animals were offered medical care from splinting broken arms to bandaging cuts. Supporting these activities were the following volunteers:

Vickie Baca
Mary Baisley
Jane Bates
Kathy Dolce
Pat Dudley
Fran Etzkorn (Kolo)
Grayson Ford
Dee Maxwell

Braedyn Moy
Kathy McGannon (Rosebud)
Jose Rodriguez-Lopez
Diane Schossow
Anand Sharma (Huggy Bear)
Linda and Amber Varhenkamp
Eileen and Fiona Wittfelt

Thank you all for helping with this great community outreach effort!!

WANTED...Your unused cellphone chargers

We are collecting any unused cellphone chargers to have on hand for emergencies for our patients or guests. Please drop items off at the Volunteer Office. Thank you!

Fundraising
Pat Dudley, Chair

Past Sales
May 20th - Potted Plant Sale. The plants arrived the night before the sale. Many thanks to Ethel Mitchiner, Bob Mitchiner, Trudy O'Cleary, Janet Markey, Mary Baisley and Bob Dudley for helping us unload them and getting them into the Gallery.

When I arrived at the hospital the next morning there were customers waiting - at 6:15 am! You can’t imagine the beautiful sight and smells when I opened the door. It smelled like a flower garden! Plants began to move out quite fast. We sold every plant. We made a whopping $1,830.50.

The day of the sale we had lots of good help. Janet Markey is our resident plant expert. She answered lots of questions which helped sell all the plants. Helping us as cashiers were Ethel Mitchiner and Renee Wolf.

The Potted Plant Sale is not a Vendor sale. We buy the plants from Duran’s Hobby Acres and resell them. We will continue to have this sale in future years.

Future Sales
Friday, June 17 - Bag City. Father's Day is June 19th. Come see what great leather gifts we will have for that special man in your life. We'll have lots of wallets, computer bags, brief cases and leather and faux leather handbags.

Since this will be our last vendor sale, I am hoping this will be the best sale ever. Bag City is one of our most popular vendors so it is fitting they are the vendor closing out the vendor sale fundraising era.

Friday, July 15 - Lovingly Used Seeking New Homes. We are still collecting used Jewelry, Hats, Scarves and Artwork. Bring your carefully used items to the Volunteer Office anytime.

Monday, October 24 – Used Book Sale. It would be great if you have some time to help us sort books for the sale. Contact the Volunteer Office to learn the details.

Please Welcome Dr. John Tynes

We are pleased to announce John Tynes, MD, MBA, FACOG, has been named the first Chief Medical Officer (CMO) for Longmont United Hospital, effective May 8, 2016. Dr. Tynes will serve as CMO for both Longmont United Hospital and St. Anthony North Health Campus (SANHC), where he has been serving as CMO since April 13, 2015. Prior to his role as CMO, Dr. Tynes was the Medical Director of Women’s Health and a practicing OB-Gyn at SANHC and the Medical Director of Specialty Care at Centura Health Physician Group (CHPG).

Our sincerest congratulations to Dr. Tynes in his new role at Longmont United Hospital.

---

Thank you all for helping with this great community outreach effort!!

---

WANTED...Your unused cellphone chargers

We are collecting any unused cellphone chargers to have on hand for emergencies for our patients or guests. Please drop items off at the Volunteer Office. Thank you!
**Resilience**

*Jen Friedman, Staff Chaplain On-call*

“At times our own light goes out and is rekindled by a spark from another person. Each of us has cause to think with deep gratitude of those who have lit the flame within us.” — Albert Schweitzer

A few weeks ago, I had the pleasure of attending a hospital chaplains workshop on resilience. The takeaway was that hospital “caregivers” play a very important role in helping patients and family members. We do more than help them just simply “deal” with the inevitable stress that accompanies the journey of illness and loss. We have the opportunity to support their ability to thrive in the face of it.

Resilience was defined as a measure of one’s ability to bounce back following a disruption to the “normal” routine or after an emotional difficulty. Thriving, then, was seen as the ability to integrate stress caused by the disruption. It allows us to become not only resilient enough to handle that particular situation from a psychological/emotional/spiritual perspective. Thriving enables us to more effectively confront change and stress the next time it comes around.

I thought of the amazing LUH volunteer program and the role that you play in helping our patients, family members, and staff in their ability to cultivate resiliency. When I look around the hospital, I see you welcoming people, delivering books and art supplies. You clown around with them in the halls and in their rooms. You help people navigate the building and logistics of the hospitalization process. You empower people in the healing process - listening with care, compassion, and concern. They feel heard and seen. You encourage them to see themselves as capable and confident, which in turn helps them draw upon those same qualities to meet the situation they are facing.

This is actually quite extraordinary, but we mostly take all of this for granted. After all, those who are called to serve usually embody these kinds of qualities right from the get go. Or if not, you seek to embody them, which in my book, is just as good. I see that the volunteering ethos is an antidote to feelings of disconnection, fear, shame and guilt. It is a recipe for building more resilient patients, families, staff and ultimately communities, since these people are, after all, our friends and neighbors.

The good news is that helping others build their own capacity for resiliency does the same thing for you.

This may be our version of what economics calls a “virtuous cycle.” The more you give, the more you get. Remember that Magic Penny song?

*Love is something if you give it away, give it away, give it away.*

*Love is something if you give it away. You end up having more.*

*It’s just like a magic penny, Hold it tight and you won’t have any.*

*Lend it, spend it, and you’ll have so many They’ll roll all over the floor.*

---

**American Hospital Association HAVE Award**

On May 2, volunteer June Berlinger received the American Hospital Association’s HAVE Award for The Storycatcher Program, an In-Service Hospital Volunteer Program, in Washington, DC. In the photo with June is Lynn Smith, Chair, AHA Committee on Volunteers and Gene Woods, Chair-Elect, AHA Board of Trustees.

Congratulations to June and all our volunteers for their hard work on this program and dedication to outstanding patient experience.

---

**To our Volunteer Dads, May all your dreams come true!**
Volunteer Meaningful Experiences
LUH Volunteers

In honor of National Healthcare Volunteer Week (April 10 – 16), we asked you to tell us about your most rewarding experiences as LUH volunteers. We had overwhelming response in both number and content of your submissions. We are continuing to share them in our newsletter in the following months.

Almost five years ago, my husband Tom and I retired from Tallahassee, Florida to wonderful Longmont. As a career nurse, my professional experience involved working in an 800 bed regional medical center; physician’s offices; hospice; and teaching in and directing a nursing program. I knew I wanted to volunteer when we moved here and the door opened when I met Peg Arnold and Michelle Whitmore at the “Get to Know Us” program through LUH’s AgeWell program held at the Senior Center. Once I met them, I knew that I wanted to volunteer at LUH!

My experience over the last 4 ½ years has been both a gift and blessing. LUH is one very special place of healing and caring. I volunteer in three primary areas. I am a member of LUH Planetree Workgroup; the co-chair of the LUH Patient and Family Advisory Council (PFAC); and I serve as a Storycatcher in the Storycatchers Volunteer Program. The administration not only encourages the development of new programs but they embrace it. The community members of the patient and Family Advisory Council are truly listened to and provided the opportunity to review and give feedback on hospital projects and initiatives. This is very special and not typical in other hospitals.

Regarding the Storycatchers volunteer work...it is very rewarding. I learn and grow with every person and experience. To give you an example I want to share one particular experience. I recently walked into a patient’s room, introduced myself and the program... and, was greeted with hesitation. Though reluctant at first, the patient decided to share her life story. Initially, the patient was slumped in chair and did not smile or return any eye contact. But, she started sharing very poignant memories of a life well lived and rich with experiences, family and friends. By the time we finished she was sitting tall and straight with a huge grin from ear to ear. When I asked her what is was like to share her story, she closed her eyes, smiled and then replied, “It renewed an appreciation of myself and the wonderful life I have had.” This is what it is all about! What more could any volunteer want than to know we have made a difference in the life of one other person!

June Berlinger, Storycatcher, PFAC, Planetree Workgroup

One day I was playing a well-loved piece, Pachelbel's Canon in D. I noticed a woman in the distance watching me and crying. After I finished the song, she came up to me with tears in her eyes and asked me to play it again. She sat next to me while I played and quietly cried through the whole thing. When I finished the song, she stood up and thanked me and walked away. I felt I should have said something but didn’t know what to say. Then I realized the music said it all.

Another day a lady placed a note on the piano while I was playing. She didn’t say anything. She just set the note down and walked away. When I read the note it said, “Hi! I had a crazy busy morning at work, and just wanted to let you know how much I enjoyed your relaxing music during my lunch break. Thank you!” I’ve kept the note and cherish it.

These are just a few of the wonderful experiences I’ve had as a LUH volunteer. This is why I play - to touch people’s hearts, whether it brings a smile, a tear, or comfort. Some days when I’ve had a bad week, I have a hard time getting myself motivated to play. I may be struggling with my own problems the morning before I go in and wonder how I can do it. Then I pick myself up and just go. Once I hit the piano keys, I get lost in the music and don’t want to stop playing. Then I have experiences like these that make me realize that by helping others we help ourselves. Volunteer work can be so rewarding. And it is a good feeling to know that people are being blessed by the music and truly appreciate it.

Kate Rubadue, Music Volunteer

See Experiences / page 5
Experiences / continued

Claire and Stan Davies, Welcome Desk, shared this Blog by Take the Stairs author and international speaker, Roy Vaden in which they are mentioned, as one of their meaningful experiences.


Being at home in Longmont for a weekend presented a new but simple challenge for the Take the Stairs World Tour; finding a building that actually had a lot of stairs I could climb. LOL. Longmont, which is a Denver suburb, has no really tall buildings. In fact as I was driving through town I didn’t see on that even looked higher than 10 floors. (Things you never notice until your perspective changes by doing something weird like climbing the 10 tallest buildings in the world.) so I headed over to the 6 story Longmont United Hospital thinking that maybe they would let me in the stairs as supporters of good health.

Upon arriving I went to the front desk to request permission and I found a real legitimate example of discipline and of sacrifice. I met Claire and Stan Davies who were behind the welcome counter… Claire and Stan sat behind the counter smiling for no apparent reason; other than just being happy about life. Their lightly grayed hair and soft skin was overpowered by an exuding spirit of service and warmth. Claire and Stan have sat in those seats virtually every single Saturday since 1987. They’ve sat there without pay and have worked throughout the hospital tirelessly at least once per week for over 20 years. I’d be willing to bet that their presence often times goes overlooked and unnoticed by the average person that walks into that hospital. Sadly, I probably would’ve overlooked them myself on a regular non-stair climbing training day. And with all of the other possible ways to spend a Saturday, with all the other activities that could bring one couple recognition, and all the other more relaxing options, Stan and Claire choose sacrifice. They choose discipline. They choose serving others before serving themselves. They are an inspiration to me and a reminder that there really people out there who have real missions and make real sacrifices.

Here is my story: Some 7 or 8 years ago a nearly 80 year old male presented at ER with a “pain in the abdomen”. The pain had awoken him earlier and he had taken an antacid tablet with a warm drink. Seemed to work. The pain returned, a second tablet and drink had no effect. His wife took him to the ER. Ultrasound revealed a problem with the gall bladder. Key hole surgery was scheduled. During the surgery something untoward occurred and internal bleeding started. The situation looked “bad”, at one point saline solution had replaced most of his blood. The then Chaplain, Kathy Hedderman, anointed the patient and said “GOD IS GOOD !!” The patient awoke long enough to say “YES, SHE IS!! He then relapsed. After a total of ten units of blood, standard surgery was scheduled, during which a further eight units were given. Two more units before the patient left the hospital. A BIG thank you to those who volunteer to donate blood. That patient was me, Archie Stevenson.

Also, one of the many privileges I have as a volunteer at LUH is being able to provide an opportunity for Worship for Staff, Patients and friends. My denomination has approved my service at LUH as a Chapel Volunteer with permission to celebrate the Lords Supper (Communion). We meet in the chapel, each Wednesday, at 3:30 pm for a time of Prayer, Spiritual reading and the Lords Supper. Recognizing that staff have to travel to and from their work station, our time together is about 10 minutes. All are welcome!

Archie Stevenson, Chapel Volunteer

Rhonda Grove, Musician and Caring Clown
2016 LUHV Board of Directors

Jose Rodriguez-Lopez .................. President
David Keagle ......................... President Elect
Ethel Mitchiner ......................... Past President
Linda Kunches ........................... Treasurer
Jane Griffin-Dacey ................. Assistant Treasurer
Jean Pazour .................... Recording Secretary
Trudy O’Cleary ....................... Corresponding Secretary

Leslie Boynton, Pat Dudley, Patti Evig, Janet Markey,
Mary Macomber, Richard Macomber, Laurie Moy,
Sherri Stephens-Carter, Faith Stonebraker and Judy Zewe

Volunteer Voice Newsletter

Editor…….. …Ann Weber
Publisher…… Gloria Armstrong
To place an article in the Volunteer Voice,
contact the Volunteer Office at 303-651-5205, or
email to volunteeroffice@luhcares.org or Ann
Weber at annweber4@comcast.net

Special Thoughts ~
Trudy O’Cleary, Corresponding Secretary

Sympathy Cards sent to:
~ Family of Wendy Shinazy, for the loss of Wendy,
an LUH Volunteer
~ Ellie Connolly, for the loss of her husband, Jack
Connolly an LUH volunteer
~ Richard Connolly, for the loss of his brother, Jack
Connolly an LUH Volunteer
~ Janet Markey, for the loss of her sister
~ Mary Reynolds, for the loss of her brother

1 – Thinking of You card sent
To have a Sympathy, Thinking of You, Get Well or
50th/60th Anniversary card sent from the
Volunteers, please send requests to Trudy O’Cleary
at toeleyary@yahoo.com or call (303) 772-3615.
Reminder: Due to HIPAA Privacy Rule we cannot

Training
Volunteers are welcome to participate in these
training sessions.

• Fire Extinguisher Training
Thursday, June 2nd, 7:30 – 8:30 am – Chagall/Rubens
Monday, June 13th, 10:00 – 11:00 am – DaVinci
Thursday, June 16th, 3:00 – 4:00 pm – DaVinci
Wednesday, June 22nd, 10:00 – 11:00 am – Chagall/
Rubens
Monday, June 27th, 3:00 – 4:00 pm – DaVinci
Thursday, June 30th, 7:30 – 8:30 am – DaVinci

• Workplace Safety
June 10, 8 – 11:30 am. Learn de-escalation
techniques and get hands on
practice in dealing with aggressive
behavior. Contact Program
Resources 303-485-4184.

Calendar of Events 2016

Jun 17 ......... Bag City Leather Sale
July 15 ........ Lovingly Used Seeking New Homes
Oct 24 ........ Used Book Sale