

# JMC Auxiliary Annual Report

October 2021 – September 2022

## **President's Report**

### **Fred Lissauer**

Like many volunteer organizations, we found fiscal year 2022 to be another difficult one. The ravages of Covid took its toll on our organization. The virus took family members from us, and created concern about meeting in groups and volunteering in a hospital setting. Over the course of the year, many volunteer organizations like the Jupiter Medical Center Auxiliary have ceased to exist.

But thanks to a strong culture within both the hospital and the Auxiliary, for us, 2022 was a year of rebuilding the organization. Our Past Presidents, Volunteers, and Volunteer Services team members have created a foundation that allowed us to revive the Auxiliary despite the loss of almost two thirds of our volunteers by the beginning of the year.

While the role of the Auxiliary remained the same, supporting Jupiter Medical Center, the role of our volunteers within the hospital has changed. These changes have resulted due to the growth within the hospital, technological advancements and Covid. In each and every case our dedicated volunteers rose to the occasion. Word is spreading, and we have already added to our ranks over 100 new volunteers. We have great hopes for the year ahead.

## **Treasurer's Report**

### **David Goolgasian, Treasurer**

The Treasurer's and Assistant Treasurer's duties and responsibilities consist of:

- Managing Auxiliary's deposit balances for the three operating units (Auxiliary Office, Gift Shop and Thrift Shop) to ensure compliance with established policies and procedures.
- Monitoring monthly balances in the Operating Account, Money Market Account and Restricted Funds Account. Executing transfer of funds as available to Restricted Fund Account in accordance with Auxiliary's pledge to Jupiter Medical Center.
- Preparing monthly Treasurer's Report and Investment Report and presenting reports at Auxiliary Board Meetings.
- Monitoring and reviewing expenses billed to the Auxiliary and approving payment of monthly invoice from the hospital.
- Reviewing cost estimates for capital improvements to Thrift Shop.

This year, the Executive Board approved a recommendation for the Auxiliary to pay for the cost of one volunteer uniform for new volunteers which have previously been paid for by the individual volunteer.

## **Greeter Desk Main Lobby**

### **Mary Virkler, Chairperson**

A total of forty-eight volunteers are assigned to the Greeter Desk in the Main Lobby, including seven Teenage Volunteers (TAVs). Primary responsibilities include greeting all individuals as they enter the Main Lobby and assist them to their destination within the Hospital.

On January 31, 2022, the South Entrance closed due to the construction of the Surgical Institute and will remain closed until Fall 2023. A patient registrar was added to the Main Lobby to facilitate directing patients

to the correct location. As a concession to the warm temperatures in the Main Lobby, Greeters were given the option to wear a short-sleeved white shirt as an alternative to the traditional long-sleeved shirt along with the Greeter vest, or to wear the teal volunteer polo shirt.

### **Escort Desk**

#### **David Goolgasian, Chairperson**

The Volunteer Escort Desk Service resumed in March 2022. A new office was created in the Main Lobby. Initially the service was offered Monday thru Friday, 10 a.m. to 2 p.m. In September, the service was extended to include Saturdays. Currently, thirty-one volunteers, including five TAVs are assigned to the Escort Desk. During the summer, additional TAVs helped out at the Escort Desk. Volunteers assist with discharging patients from the Observation Unit, Women's & Children's Services, and procedural and surgical patients. In addition, they assist with providing wheelchair transportation to outpatients and visitors and delivering flowers and gifts to patients.

### **Gift Shop**

#### **Marilyn Hollick, Chairperson**

A total of fourteen volunteers are assigned to the Gift Shop. Volunteers assist customers with merchandise selection, operate cash register to process payments (cash, credit or employee payroll deduction) and process telephone orders. Volunteers restock merchandise as directed by the Supervisor and perform general cleaning and straightening to keep the shop looking good.

The Gift Shop is going through a renaissance. The Gift Shop has a new Supervisor, a revised store lay-out and a plethora of new merchandise. The merchandise offerings now cater to team members and patients/visitors. The clothing line has been discontinued and replaced with wraps, lightweight sweaters, fun aprons and handbags. The jewelry line has been expanded to include colorful, on-trend items. There are many gift items starting at \$5.00 for a visitor to purchase and bring a smile to a patient's face. All floral arrangements are now made in the shop allowing for a constant flow of fresh flowers at significantly higher gross margins. All these changes have resulted in an increase of traffic, an increase in sales and an improved profit margin.

A physical inventory was completed during the last week of September.

### **Thrift Shop**

#### **Susan Bishop, Chairperson**

A total of ninety-four volunteers are assigned to the Thrift Shop. Thrift Shop volunteers assist with the following tasks: sorting and pricing or tagging donations; testing, cleaning and repairing electronics; preparing merchandise for display, assisting customers, helping out at the register (cashiering or bagging), purging items as needed, straightening up in all areas of the shop.

EBay Sales were suspended in June due to lack of volunteers to list items. A small group of volunteers at the Thrift Shop continue to research the value of unique items which are now being sold at the Thrift Shop. The Thrift Shop hosted Twelve Days of Christmas to benefit the Marine Toys for Tots program, held a Donation Drive at Devonshire, Palm Beach Gardens, and the Thrift Shop was a beneficiary of an estate sale.

The following renovations were completed: resurfaced benches and installed curtains in the dressing rooms, installed a new curtain at the door opening in the back room, pressure-cleaned and painted the exterior of the building, installed new handicapped parking signs, installed a proper vent for the dryer to reduce the risk of fire and installed a French drain in the back to prevent water from leaking into the building.

## **Emergency Room**

### **Ann Strahley, Chairperson**

A total of five volunteers returned to the Emergency Room this year, including three College Student Volunteers. Volunteers are the liaison between the patients and the nursing staff. Volunteer responsibilities include cleaning and disinfecting stretchers, equipment and surfaces in patient rooms, replenishing supplies, rounding in the waiting room, providing warm blankets and snacks, water or coffee to visitors. Always with a smile!

The ER expansion, which is scheduled to be completed in the Fall, includes eight fast track treatment bays, two new triage rooms, physician workspaces, and new Founders Room with separate entrance.

## **Pastoral Care**

### **Ann Strahley, Chairperson**

Since March 2021, we have welcomed 15 Pastoral Care Volunteers. Volunteers provide support for the patients; listen, encourage, pray as requested and try to find answers to their questions. They provide bibles, rosaries, scripture cards, shabbat candles and prayer rugs when requested.

Each patient's room has a "*You are not alone*" card to make self-referrals to Pastoral Care Manager's cellphone. "*Affirmation of life*" cards are available for use by team members to pause for a moment after a code ends in the death of a patient to give thanks for the patient, loved ones and the team members who provided care.

## **Nursing Floors**

### **Marcella Baker, Chairperson**

Currently, one volunteer returned to the nursing floors. Volunteers assigned to the nursing floors visit patients to see if there's anything they can do to make the patient more comfortable, i.e. provide an extra blanket or pillow, adjust the shades, refresh the water, fix the tray table, reposition the hand-held call bell so patient can reach it more easily, provide casual conversation and relay any questions or concerns to staff. These small things help to reduce the patient's (and family member's) anxiety and adds to the patient's overall satisfaction of the hospital.

## **Anderson Family Cancer Institute**

### **Candy Waring, Chairperson**

A total of fifteen volunteers are assigned to the Chemotherapy & Infusion Center at the Anderson Family Cancer Institute (AFCI). Thirteen volunteers assist the nurses in the treatment area. Their responsibilities include taking orders for lunch and delivering lunch to patients, providing a cup of coffee/tea or water, warm blanket, hand-made shawl or lap robe from the Works of Love program, cleaning and disinfecting chairs/beds in patient rooms, replenishing supplies, delivering specimens to the lab, picking up blood products and providing wheelchair assistance to patients as needed. Two volunteers assist with clerical duties: filing charts, pulling charts and other clerical duties.

## **Margaret W. Niedland Breast Center**

### **Mary Dore, Chairperson**

When volunteers were allowed to return to work at the Margaret W. Niedland Breast Center in 2021, their responsibilities had been greatly reduced. For that reason, a number of volunteers chose not to return, some chose to transfer to another assignment and some retired.

The remaining volunteers are dedicated to the work they are assigned to do and are very much appreciated by the staff there.

### **Senior Advisor**

#### **Karen Schmittschmitt**

The main responsibility of the Senior Advisor is to ensure that the Board Meetings are conducted in a professional, orderly manner in accordance with the Auxiliary Bylaws and the rules and regulations of Jupiter Medical Center. In addition to this responsibility, the Senior Advisor is available to the President and Board Members for assistance and guidance on Auxiliary matters.

Our recently amended Bylaws removed Robert's Rules of Order as our Parliamentary Authority. Adjustments were made when necessary. The COVID pandemic continued to present challenges throughout the year. Adjustments were also made when needed.

### **Works of Love**

#### **Joann Revak, Chairperson**

Volunteers and members of the community donate hand-made shawls, blankets and stuffed animals for patients. Each item is placed in a plastic bag, labeled and distributed to the units and the Anderson Family Cancer Institute. This year, Works of Love expanded to provide comfort items to our geriatric population especially those suffering from dementia or Alzheimer's. In December, the Auxiliary collected over thirty-five gifts for residents of Jupiter Rehab and Healthcare Center as part of the Giving Tree project.

### **Hospitality Committee**

#### **Penny Heidtke**

The Volunteer Recognition Luncheon and Awards Ceremony was held on April 7, 2022 at Admirals Cove. Twenty-two volunteers were recognized for Years or Hours of Service. One-hundred-and-thirty volunteers attended. In addition, all the team members from the Thrift Shop attended in appreciation for their hard work.

### **Bylaws Committee**

#### **Marilyn Lawrence, Chairperson**

The Auxiliary's Bylaws and Policies & Procedures are reviewed annually and changes are made as necessary.

This was our first year of operating under the substantially revised Bylaws and Policies & Procedures adopted by the Auxiliary in 2021, in the wake of the COVID pandemic and the change in the Auxiliary's relationship to the hospital. The committee's role this year was primarily one of interpreting and advising. No further changes were considered.

### **Financial Review Committee**

#### **David Goolgasian, Chairperson**

The Financial Review Committee (FRC) consists of five volunteers. The committee reviews the Auxiliary's monthly financial reports including bank balances, budget reports and investment performance. The members discuss and review pertinent financial matters and make recommendations on related matters and financial performance as appropriate.