Volunteer Couple Enjoys Lending a Helping Hand…

Jim and Pauline Waters refuse to let any grass grow under their feet. At the ages of 84 and 80 respectively, you would think they would want to slow their schedules down just a little. After all, it’s been a terrific ride! But no, they have no desire to slow down. That will come one day perhaps…just not quite yet.

Jim spent 30 years with the Garfield Heights, OH, Fire Department where he retired as a fire captain. He also used his expertise to serve as safety director for the City of Garfield Heights and for Marymount Hospital. Pauline stayed at home until their two children started school. Then she entered the workforce with a specific goal in mind: “to work long enough to earn money for the kids’ college”. She took a job with the Garfield Heights Board of Education and eventually retired 23 years later.

Now-a-days the Waters keep busy with a full plate of activities that has included volunteering at Sacred Heart Hospital on the Emerald Coast for the past two years. Jim serves at the emergency room registration desk where he greets incoming patients and provides them with a wheelchair, a warm blanket, or whatever is needed to help get them registered to see a physician. Pauline volunteers at the surgery family desk where she keeps families and friends informed regarding the status of their loved ones’ surgical procedure. Both while providing a warm smile and a comforting demeanor that ensures our patients and visitors right from the start that they are in good hands and will receive very good care.

After 61 years of marriage, spending time with their four grandchildren and three great grandchildren is at the top of their priority list. These 14-year local residents also enjoy taking full advantage of outdoor activities, with fly fishing (Jim makes his own flies) and kayaking being two of their favorites. Both are also members of a Euchre Club and Pauline enjoys her membership in the Red Hat Society and a local Bunko Club.

For both Jim and Pauline, laughter and a smile come easy. Jim looks back on life since retirement and admits, “I haven’t done a thing since 1986.” Then a sly grin spreads across his face and he adds, “Nothing but have fun.”
President’s Corner

Hello Guild members!

I swear the older I get the faster I get old.

It seems like only yesterday that I joined the guild first as a volunteer and then as a member of the board.

My wife Ann and I retired and moved to Santa Rosa Beach permanently in 2005. For me, sitting on the beach got real old, real fast. I needed to do something to keep myself out of trouble. I decided to “give back” and volunteer just as all of you do. I signed up to volunteer in PACU on Tuesday, Wednesday & Thursday each week. I remember the nurses asking me “don’t you have a life?” I did! I found a new one here at Sacred Heart.

I took a job at the hospital as a lab courier. You might see me dashing about the hospital and the MOB with my little tote bag. I bequeathed my volunteer job in PACU to my wife Ann. She is there every Monday morning and loving it.

I consider it a privilege and an honor to serve as your Board president. I am so proud to be part of the Guild and all it has done for the hospital over the last 6 years. I know that with our Lord’s guidance through our prayers, we will continue to carry on our tradition of “giving back” to our community.

I invite everyone to offer any ideas or suggestions you may have to help us to move forward. Stop me in the halls or send me an e-mail at escada@mchsi.com.

Ray Douglass
2009 Guild President

Thank You Volunteers
for Providing Over
32,000 Hours of
Service to
Our Hospital
And Our
Community in 2008.

To DO:

Annual Guild Membership Dues

It’s that time of year again!

Guild membership dues of $10 per year are now due. Member dues help the Guild’s contribution to capital campaigns for the Hospital’s future growth. In addition, we provide health care scholarships and assist discharged patients unable to afford the medications they need to recovery through the hospital’s Generous Heart Fund.

Your annual dues check ($10.00 per person) should be made payable to the Sacred Heart Guild. Checks may be given to Sharon Abele, Manager of Volunteer Services, or mailed to:

Sacred Heart Hospital Guild
c/o Volunteer Services
7800 U.S. Hwy. 98 West
Miramar Beach, FL 32550

New members who joined the Guild after October 1, 2008 are considered paid through 2009. You do not have to be an active volunteer to belong to the Guild, but membership is another important way that you can support our Hospital.

Thank you for your continued support!

Jan Stanko
Vice President - Membership
Sacred Heart Hospital on the Emerald Coast feels enormous gratitude for the outpouring of time, talent, and support it receives from its over 250 active volunteers and the leadership provided by the Guild Board in furthering the growth of our volunteer program and fundraising activities that support our hospital mission.

Volunteers are welcome to contact board members directly with questions or suggestions and if interested, for information on how they can assist on a board committee or sub-committee.

A special thank you to departing guild board members Jim Marasia, Dick Wood, and Rick Thomason for their dedicated service and invaluable contribution made on behalf of serving others.
A New Year Hospital Update

With the New Year comes another anniversary for Sacred Heart Hospital on the Emerald Coast - celebrating our 6th year together!

❖ Save the date for SHHEC’s Health Fair on Saturday, Jan. 24th from 7:30 to 11 a.m. in the main colonnade of the hospital. The annual event provides a great opportunity to thank the community for its ever-present support. Free health screenings include glucose, cholesterol, blood pressure, osteoporosis, body fat, pulse oxygen and more. Physicians and program coordinators will host health information booths covering a variety of topics.

❖ A new initiative you will notice throughout the hospital this year focuses on error prevention and building upon our culture of safety. According to patients nationwide, the top three things they want and expect upon entering a healthcare facility are to be kept safe, to be healed, and to be treated nicely – in that order.

Sacred Heart Health System has partnered with Healthcare Performance Improvement Inc. (HPI) to assess the current safety culture at Sacred Heart and to train all physicians and staff on error-prevention procedures that have proven effective in other high-risk industries, such as nuclear power, aviation and manufacturing.

Key safety behaviors include:

- Demonstrating 200% accountability for self and co-workers.
- Communicating clearly and concisely in written, verbal and electronic communication.
- Paying attention to details by taking mental “time-outs” to focus on the critical details of a task.

We expect great things to happen at Sacred Heart in 2009. With a strong foundation and the full support of our dedicated physicians, associates and volunteers, our young hospital has a very bright future!

Thank you for the difference you make each and every day. Here’s to a healthy and prosperous New Year!

Meg Norwood
Sacred Heart Marketing

mySacred-Heart

Sacred Heart Health System is proud to introduce to you, mySacred-Heart, a free customizable online tool for keeping you informed with the latest health news from Sacred Heart and from around the world.

In addition, we are introducing access to eReminders, a free online tool for tracking your important health exams and vaccinations. You can even set up reminders for your loved ones!

mySacred-Heart is your newsletter service. You choose the topics that interest you and each month we’ll send you the information and articles that you requested. From diabetes and cardiovascular care to nutrition and women’s health, we’ll send you the latest news on research findings, new treatment options, and related Sacred Heart programs to help you and your family live a healthier life.

If you have loved ones that are pregnant, mySacred-Heart also offers a special newsletter which provides timely information about the pregnancy process and tips on keeping mom and baby fit for a healthy childbirth.

To subscribe to this FREE service today visit: [http://my.sacred-heart.org/join](http://my.sacred-heart.org/join)
Joint Commission to Visit Sacred Heart in 2009
What Every Volunteer Needs to Know

Sacred Heart Hospital on the Emerald Coast is a Joint Commission accredited organization. That distinction means that Sacred Heart has earned the highest seal of approval when it comes to delivering safe and high quality health care to its patients. To maintain that accreditation and its nationally recognized symbol of excellence, our hospital must undergo an un-announced on-site survey by a Joint Commission survey team at least once every three years. 2009 is our year.

In preparation for our on-site survey, volunteers are asked to please review and be familiar with the information below, along with information in their volunteer procedure book.

Reporting an Emergency
Dial “3333” and tell the operator who you are, where you are, and the emergency code or a description of the type of emergency you are reporting. Emergency codes are listed on the back of the volunteer badge and within volunteer procedure books.

Reporting an Incident or Accident
If an unusual event occurs that does not require an emergency code to be called but may still result in an injury, such as a patient or visitor fall, volunteers should contact security at 3567. If medical attention is needed also contact the House Supervisor at 3626.

Fire Response Plan = RACE
R – Remove personnel
A – Activate the fire alarm
C – Confine the disaster
E – Extinguish or Evacuate

Using a Fire Extinguisher = PASS
P – Pull the pin
A – Aim the nozzle
S – Squeeze the Handle
S – Spray in a sweeping motion at the base of the fire

Building on Our Heritage
YOUR VOLUNTEER SERVICE INPUT IS REQUESTED

Volunteers have served a vital role in Sacred Heart Hospital’s ability to provide care to its patients for over 150 years.

In recognition of that tradition and continuing to grow and improve our program, your guild board will be mailing a Volunteer Services Survey to your home on February 1st requesting your input on your volunteer work experience.

The survey will be conducted anonymously and confidentially and will serve as a foundation from which we can continue to build upon our strengths of providing invaluable assistance to our patients, visitors, and staff while providing you with the resources needed to make your volunteer experience a rewarding one.

Your input and prompt response is appreciated. Our goal is 100% participation.

Thank you for your service to our community!

Joe Johnston
President Elect & Special Projects

Great News!

Volunteers can now view their personal volunteer schedule and total service hours, as well as current volunteer openings, upcoming guild events, and the guild newsletter and membership directory on-line.

Visit www.sacredheartemerald.org
Click on volunteer information.
Then click on volunteer log-in.
Enter the email address you have on file with Volunteer Services as your log-in name, and your volunteer computer number as your password.
Where Does the Time Go?
WORDS FROM YOUR GIFT SHOP!

The Christmas season is behind us, we have been to market in Atlanta to view new items for your shopping pleasure, and we are preparing for Valentine’s Day, Easter, Mother’s Day, Father’s Day and summer. Can you believe how time flies? Very soon, we will start the preparations for next year’s Christmas Extravaganza.

My special thanks go out to each of you who supported us in making this past year such a success. By January 1st the Gift Shop had already reached its fiscal year goal set for providing contributions for Guild projects. All of this success is due to your faithfulness in supporting our efforts along with a wonderful group of volunteers that work our shops each week. It is our pleasure to serve you and this hospital!

As you look forward to the coming spring and summer season, please remember that we try to offer the lowest prices on the finest quality merchandise. We are able to do this because of our volunteer workers and no overhead costs due to the hospital allowing us such a wonderful place to have our shops.

I am often asked the question why we do not lower our prices even more. My answer is that we offer the lowest price possible without sacrificing our mission of serving as the fund raising arm of the Guild. We understand that many are going through difficult financial times. My promise is that we will keep prices as low as possible. Always remember, when you shop in the gift shop, you are “shopping while serving others”.

If you have any suggestions as to items that you would like to see carried, please write your suggestion on a piece of paper, along with your name and phone number. I will do my best to get back to you and meet your suggestion. If you would like to work in the Gift Shops, we really could use your help. Contact Sharon Abele at 278-3081 and she will see that you are placed in the appropriate spot. I look forward to working with you in this New Year!

Barby Parks
Gift Shop Manager

Wine & Dine in Paradise

Volunteers Are Needed
Friday April 25th and Saturday April 26th
Sandestin Golf and Beach Resort

Wine and Dine in Paradise features distinctive wines from internationally acclaimed vintners, poured and paired with fine cuisine created by a selection of the area’s top chefs. While wining and dining, attendees will enjoy live music and the excitement of a silent auction. The night will culminate with a high-energy and entertaining live auction that will include rare and distinctive wines, spectacular trips and other incredible one-of-a-kind items.

Proceeds Benefit

To Volunteer or Purchase Tickets
Please Contact Sharon at 278-3081
For event ticket information
please call 850-650-3732 or visit
www.destincharitywineauction.org

LOVE TO KNIT OR CROCHET?

Contact fellow volunteer Lynn Abbit to join the “Knitwits” in helping to provide hats and blankets for Sacred Heart Family Birth Place Families. Phone 267-1797, or e-mail srbch@mchsi.com
January 2009
01: Happy New Year!
21: Healthy Aging, Longevity and Vitamin Seminar presented by Dr. Jose Jimenez. 10 AM. Sacred Heart Resource Center Suite 3. FREE.
22: Joint Pain and Joint Replacement Seminar presented by Dr. Larry Schatz. 2 PM. Sacred Heart Resource Center Suite 3. FREE.
24: Sacred Heart 6th Anniversary Health Fair. 7:30AM – 11AM. Main Hospital Colonnade. FREE.

February 2009
14: Happy Valentine’s Day
25: Heart Health Seminar presented by Dr. Stephen Phlaum, Cardiologist. 10 AM. Sacred Heart Resource Center Suite 3. FREE.

March 2009
05: Golf Expo. A Sacred Heart Guild Fund-Raising Event. 2 PM – 6 PM. Kelly Plantation Golf Club. Call 837-7119 for tickets and more information. $35.00 per person.
25: Dizziness & Balance Disorders Seminar presented by Jo Emanuel, Physical Therapist. 10 AM. Sacred Heart Resource Center Suite 3. FREE.
C/O Volunteer Services
7800 U.S. Hwy 98 W
Miramar Beach, FL 32550