



Volunteer SCENE

A MONTHLY NEWSLETTER FOR HOSPICE OF HAVASU VOLUNTEERS

Knowing what to wear, when

Last fall it was announced that all Policies and Procedures were being reviewed and should edits/revisions result, an updated copy would be forwarded to all.

Therefore, please find enclosed the new "Work Attire & Grooming" that replaces the old "Dress Code".

If you have any questions, please contact Volunteer Services.

Please join us April 16

By now all volunteers should have received an invitation to the Annual Volunteer Recognition Luncheon on April 16th. This is a gala event and Hopice of Havasu's way to recognize and thank it's dedicated volunteers.

This year's event promises lots of food, fun, and frivolity!! Mayor Mark Nexsen is scheduled to attend and deliver a few words of appreciation and inspiration. In addition, several staff members have surprises planned.

Since this is a casual affair, all volunteers are asked to wear their blue volunteer T-shirts... if you have not received one, please call Volunteer Services and pick one up. Also, for those who have parking concerns, London Bridge Resort will be providing golf cart shuttle service. See you there!

P.S. Wear your dancin' shoes.



Working with the public

Training sessions again? My pleasure.

This month's mandatory sessions are scheduled for Thursday, April 7 from 4-5 p.m. and again Friday, April 8th from 8-9 a.m.

The topics are Part II of Customer Relations presented by Executive Director Adrian Farmer, PhD and Infection Control presented by Cindy Berkschneider, RN.

Please attend one of the sessions held at the London Bridge Meeting Room and RSVP to Volunteer Services.

AND, if you missed Part I

of the Customer Relations training, Adrian introduced a new program (A.C.E.) that encourages staff and volunteers to recognize one another for their efforts that "go above and beyond".

Associate Customer Excellence is being implemented to develop a culture of Customer Service Excellence throughout Hospice of Havasu operations.

The March/April Customer Service focus is on 2 simple words: "My

Pleasure".

Staff/volunteers are encouraged to use these words instead of "You're Welcome".

To recognize a fellow employee/volunteer for going that extra step, locate the A.C.E. awards box at each location (Main Office, Store, Polidori, BHC, and PKR) and complete a green nomination form on the accompanying clipboard, place the green form in the envelope in the box and take a gift from the box and

present it to the nominee.

At the end of each month, the nomination forms will be forwarded to Adrian; after review the person receiving the most nominations will be entitled to a larger gift.

Volunteers who work in the "field" are welcome to use the A.C.E. box in the main Office.

If you have any questions, please ask Denise or Jennifer.

Everyone is welcome and encouraged to participate.

Welcome new volunteers!



Dan Maloy/LHC



Susie Macey/LHC



Leona Marshall/LHC

THIS & THAT

*If you are a "winter visitor", please remember to call Volunteer Services with the last date you are available to provide service so that we have the most correct information for reporting purposes.

*If you phone a patient or family, you must complete a Contact Form as this is an important piece of documentation; it is a way to demonstrate that Hospice of Havasu volunteers are providing continuing

care for the patients/families.

*The craft/sewing group is in need of 3" wide ribbon, yarn, and material; if you would like to donate, please bring items to the Main office. Thank-you; much appreciated.

*15 minute chair neck/back massages available by appointment each month for \$2 (at Main Office); call Volunteer Services for available times/scheduling.

Find yourself on 'Wall of Fame'

Come find yourself in Volunteer Services..a new bulletin board is hanging in Volunteer Services affectionately titled "Wall of Fame".

Each brick in the wall sports the

name and picture of most of the Hospice of Havasu volunteers.

You are welcome to stop by anytime and "find yourself".

Anniversaries

Dennis Hulsey -- 3 years
Peg Hulsey --3 years
Sondra Reasy --3 years
Pam Brookman --2 years
Lynn Gordon --2 years
Hazel Finks --2 years
Ashley Bresnahan --1 year

April Birthdays

Belle Kastoll.....04/02
Norma Nyberg.....04/02
Patricia Wallace....04/02
Kimberly Bailey.....04/06
James Crawford.....04/08
Ellen Jo Lopez.....04/09
Sheila McDonald.....04/13
Connie Newton.....04/16
Lucille Gunther....04/21
Linda Dux.....04/24
Pamela Swanson.....04/25
LaVerne LaClear.....04/26

S.T.A.R.

(Special Thanks And Recognition)

This month's S.T.A.R. award goes to the volunteers who pick up trash on the Volunteer's adopted length of street through the LHC's Adopt-A-Street program. You can bet the cleanest street in LHC is from Nautical Estates to Site Six!!

Thanks for being a part of Hospice of Havasu's community involvement... your dedication shows!