



The Healing Garden

### 2012 President Message

Wow! Where did this year go? This is the season of giving and I want to give my thanks to the Board Members; **Susan Lohn, Donna Cohen, Beth Zager, Louise Williams, Pablo Diaz, Joan Anderson, Jeannine Frandsen, Diana Takenaga, Mimi Brody, Valerie Punzal, Elaine Potampa & Judy Shoemaker.** My deepest appreciation to all of you for what we, as a team, have accomplished this year.

November was a busy month with the Fashion show/General Meeting Luncheon and the Bake Sale. I am looking forward to the Past President's /General Meeting on December 12<sup>th</sup>. We get to acknowledge all the Past Presidents. Please come and say hello to these wonderful men and women.

Don't forget to stop in at the Gift Shop for easy Holiday shopping. No hassles with crowds, great prices and there is always something for the hard to get person.

Hope to see you at the General Meeting/Installation on January 9. Come give your warm welcome to the new Auxiliary Board Members and **Susan Lohn** who will lead the way as President.

I would like to wish everyone a happy holiday and best to all in 2013. I have said this before, but I will say it again, it has been an honor and a privilege to serve as your President for 2012.

“Till We Meet Again”

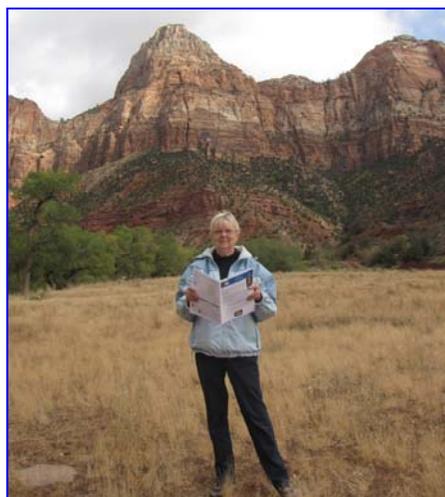
*Kerry Eyre*



*Kerry Eyre*

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Kerry Eyre is the busy President of the Auxiliary Board, but she was still able to find time to travel to Zion National Park, Utah. Here is where she reads “Between Us.” Kerry believes in seeing this National Park as a natural wonder that is to be savored, embraced and explored, just like her position on the board that is ending January 2013.



In this issue of Between Us you will hear some inspiring stories from volunteers describing special moments they have experienced while volunteering. Everything you do as volunteers is a gift to our patients, staff and visitors. I had the opportunity to witness and experience these gifts firsthand when my mother was a patient at Torrance Memorial for three weeks recently. Between working here and being with her I practically lived at TMMC during that time! So I had a chance to see volunteers and staff in action from the other side of the bed, as they say.



*Mary Matson*

The care our patients receive is phenomenal. The physicians, nurses, aides, techs, therapists, and other clinical staff throughout the hospital are caring and capable people. I can vouch for this as my mother was on five different units of the hospital during that three week period. Support staff round out the patient experience and make a memorable difference. Our volunteers are very much part of the patient care experience and I witnessed how you all contribute to patient satisfaction, comfort and care in many, many ways. This was consistent whether or not you knew that cute little patient was the volunteer director's mother. In addition to what I personally experienced from information desk, ER, Greeter and unit-based volunteers who assisted us, I would hear from my family members about Bingo volunteers who had been there, a cute dog or clown that visited, the Escorts who delivered flowers or cards, piano players that entertained and soothed, and our TCU volunteers who were so helpful in her rehab process. And of course there are the behind-the-scenes volunteers who contribute in indirect ways. You are as much a part of the patient experience as those who are visible.

I also saw in motion the processes we regularly train to that our volunteers support such as bed tracking, safe medication administration, patient flow issues, admitting processes, etc. I see the importance of following established procedures in order that things go as smoothly and safely as possible for our patients. Thank you for your efforts in this regard.

So in this season of giving and receiving gifts, let me thank you all for the gifts you bring everyday to our patients, visitors and staff. Just being here is a gift of your time and energy. Every smile you make, every helping hand you extend, every question you answer, every helpful task is a gift of service. As a member of management at this medical center, as your director, and as a grateful daughter I thank you and wish you a wonderful holiday season.

*Mary Matson*

### **Holiday Meal Announcement**

Typically in December Torrance Memorial offers a free holiday meal to staff and volunteers served by members of management in both cafeterias to celebrate the holidays and show appreciation. This activity is canceled this year in an attempt to use our financial resources wisely and reallocate available funds toward employee wellness programs. Administration's appreciation for everyone's efforts is greater than ever, however, and the other ways that we show gratitude and celebrate our achievements will continue. Among these are the summer BBQ and the ice cream social as well as our annual volunteer recognition brunch in April. We appreciate your understanding as Torrance Memorial continues to make wise decisions in this difficult time for healthcare organizations.



### **Standards of Behavior Tip of the month**

Help a visitor daily! Look for people with a Visitor badge, or with a patient belongings bag in their hand. Offer them help or directions.

## Gifts of Love Come in All Shapes and Sizes

*Editor's note: In this season of giving, December's Between Us features examples of the many ways our volunteers provide unique gifts of service to our Torrance Memorial patients. Following are stories shared by Pet Visitation volunteers.*

Chloe and I visited a patient who was happened to be a volunteer. She had pretty much given up. I put Chloe on the bed and while she petted her, we talked about her kids and grandkids. All of a sudden she began to perk up. I took her picture with Chloe before we left.

Fast forward – three years later while at the car wash, a lady approaches me asking if my dog was named Chloe. I said yes and she pulled out this yellowed Polaroid photo from her purse and tells me that Chloe had made her realize it was time to get back to her family. This was so emotional for me and made me smile. Of course the tears came when I was alone.



*Pat and Chloe*

*Pat Carlson, Pet Visitation Co-Chair*



*Jeanine Pagarigan and Pualani*

Twice a month an air of anticipation and excitement permeates the Pagarigan household. Pualani is given a bath and a few hours later when I put on her “uniform scarf” she begins dancing around with great animation. Her enthusiasm spreads to me and I get excited thinking of the wonderful joy she brings to TMMC’s patients and staff. We visited an elderly patient who had been in the hospital for almost two weeks. When the patient’s daughter saw us she asked if we would visit her mom. Mom had not moved very much or smiled since her stay began. I positioned Pualani on a chair by the bed and the daughter placed her mom’s hand on Pua’s head. She began moving her fingers through Pualani’s fur. Pualani laid her head down and the mom began to smile. A nurse entered and the daughter pleaded with her to please return because this was the only sign of happiness her mom had displayed while in the hospital. When I started at TMMC with my therapy dog, Pualani, I thought the therapy would be only for the patients. How wrong I was! So many of the wonderful staff keep dog treats in their desk for her and believe me she remembers! It is a win/win situation.

The awesome experiences spent visiting patients and staff at TMMC bring fulfillment to me as a volunteer. I am sure that Pualani’s own joy is reflected through her sense of mission and the dedication she displays on each and every visit.

Just recently Bearcat and I were at the hospital when we passed by a woman who looked like she’d been crying. She smiled at us and I asked if she could use a hug. She buried her head in Bearcat’s neck and started sobbing. She told me that her husband, who loved dogs, was at the end of life and invited us to come in and visit. We walked into a room full of sadness and made our way to the man’s bed so that the woman could take her husband’s hand and stroke Bearcat’s back. Bearcat had his Halloween costume on and the family seemed to get a kick out of that. The mood in the room changed and by the time we left the family was laughing as they shared stories about their Dad and his beloved dogs. It was a great visit – I’ll never forget it.



*Patsy Nedd-Doski and Bearcat*

## Hospital Services - October 2012

**Beth Zager**  
**V.P., Hospital Services**

<b>VOLUNTEER HOURS</b>	10,705
<b>BABY PHOTOS</b>	Babies Born – 253 Pictures Taken – 86
<b>BINGO</b>	Sessions – 5 Participants – 362
<b>CLOWNS</b>	Number of Clowns – 14 Outside Events – 0 Hospital Visits – 16 Workshops – 0
<b>PET VISITATIONS</b>	Visitation Hours – 141 Participants – 28
<b>TOURS</b>	Number of Tours – 0
<b>TRAY FAVORS</b>	Number of Favors – 300
<b>KNITTING GROUP</b>	Adult Caps – 7 Baby Blankets – 9 Lap Blankets – 9 Preemie Blankets – 8 Preemie Booties – 3 Preemie Hats – 1 Shawls – 4
<b>SEWING GROUP</b>	Christmas Stockings – 37 Puppets – 6 Scarves/Visors – 0 Walker Bags – 0 Wig Liners – 0

### Condolences

Our thoughts are with Elizabeth Monnich whose husband Chuck passed away on October 30, 2012. Elizabeth has been a volunteer for 18 years in Day Surgery Recovery.

*Between Us* is published by the Torrance Memorial Medical Center Auxiliary.

Coordinator: *Joan Anderson*  
 Contributing Editor: *Mary Matson*  
 Designer: *Mary Ford*  
 Mailing Coordinator: *Elena Bruns*  
 Photographer: *Stan Kuroda*

### Gift Shop News

Bring out the holly and get ready to trim the tree because the Gift Shop is ready with wonderful goodies for your home and for your gift giving. We have lovely light up nativity sets that will become treasures for years to come and light up necklaces that lend a fun note to your festive attire. Small compacts and fragrant lotions make nice small gifts and don't forget that we carry exclusive Byers Carolers. Our Christmas trees are loaded with beautiful, unique ornaments that will delight any adult or child. Our baby department has adorable outfits that will make your little ones party pleasers. Don't forget grannie and wouldn't a pair of flannel pajamas be a hit with her? You're sure to find a few things for the loved ones on your list and remember that we gift wrap. Avoid the mall frenzy and give us a visit and know that you are supporting our great hospital. Why not even reward yourself with a special piece of jewelry from our exclusive case? You deserve it!



It's hard to believe but the end of the year is upon us and we as gift shop managers would like to take this opportunity to thank our gift shop volunteers and buyers for all their diligent service throughout the years we have been in charge. Your dedication to the Auxiliary is exemplary. Thank you also to all our shoppers. We have enjoyed your friendship and your support.

### Gift Shop Committee

*Mary Maellaro-Moore, Elaine Potampa, Michele Stratton and Arlene Zingery*

### Creating a Tradition of Love

While answering phones in the Volunteer Office, I took a call from a woman wanting to know if babies born in December still went home in a red stocking. I assured her that yes they did. The caller explained that her two children had been born at Torrance Memorial in December and had gone home in Stockings. They still hang them at Christmastime and she hoped the tradition could continue with her grandchild due to be born at TMMC this December. Thanks to our wonderful sewing group this grandmother will get her wish!

*Susan Lohn, President Elect*



## December Birthdays

The following volunteers have birthdays in December. During their birthday month, active volunteers receive a 10 percent discount in the Gift Shop. **You only receive the discount once during your birthday month.** So, stop and buy yourself something special. If you have a birthday in December and do not see your name listed, please contact the Volunteer Services department. If your birthday falls in December and you are an active volunteer, please remember to stop by the Volunteer Services department for your annual packet as soon as possible.

### December

01	Cheryl	Johnson	13	Barbara	Gauthier	22	Diane	Augur	31	Jennifer	Bass
01	Sonia	McCoy	13	Evelyn	Silverman	22	Susan	Lohn	31	Joe	Burrow
02	Nancy	Tomlinson	13	Karen	Whitehead	23	Wendy	Max			
02	Arlene	Zingery	14	Dale	Karls*	23	Jean	Simril*			<i>*Inactive Volunteers</i>
03	Betty Jane	Holtz	14	Barbara	Mintz	23	Nancy	Tanaka			
03	Melody	Sprague	15	Era	Burgos*	23	Sandra	Waters			
05	Ann	McGavin	15	Stuart	Wilson	24	Jerry	Funt			
05	Marylen	Ruston	16	Doris	Beaman*	25	Mary	Crocker*			
07	Antonio	Alcantara*	16	Linda	Prodromides*	25	Carol	Hull			
07	Jenene	Schafenacker*	17	Rosemary	Doll	25	Richard	Litman*			
08	Doris	Garber	17	Jason	Salmingo*	26	Betty	Belsky*			
08	Carla	Harris*	17	Wanda	Yao	26	Donna	Bunn*			
08	Dulce	Monfiero*	18	Kanthie	Arseculeratne*	26	Marilyn	Cohen			
08	Denise	Navarrette	18	Jay	Fodor	26	Pat	Marlowe			
09	Charlotte	Farno	18	Gail	Long	26	Stephanie	Sung			
10	Patti	O'Reilly	18	NorLu	Longtin	27	Jill	Goodman			
11	Carolyn	Boettcher	18	Merla	Wilson	29	Chava	Laub			
11	Mimi	Brody	19	Mary Ann	Krauss	29	Mary	Quilling*			
11	Nel	Stingley	19	Jack	Newman	29	Anna	Silverman*			
12	Della	Weinhuff	19	Patricia	Polski-Wheeler	30	Lois	Chapman			

## Welcome New Volunteers

We welcomed yet another large group of Volunteers at the October orientation. Please give them a warm Auxiliary welcome!

Michelle Acosta	Lola Embrey	Carolina Muralles	Patricia Vicari
Mehreen Ahmed	Tomoko Endo	Kimberley Nakai	Tameka Watson
Cynthia Albano	Lupe DeVaca	Sarah Navarro	Ruby Weiss
Kayla Bazshushtari	June Fonseca	Melinda Nelson	Judi Yourman
Cristina Bracewell	Irma Hanna	Crystal Ramirez	
Kathleen Bueno	Christine Herman	Yamini Rathod	
Kadisha Burris	Chen Hirai	Cindy Roque	
Beatrice Cader	Lindsey Inwalle	Nicole Salfity	
Geneva Chantlin	Jam Isaga	Lois Schnoor	
Kimberley Chavelle	Tracy Isenberg	Dokhy Sebastian	
Danielle Condie	Erik Jo	Rachel Stam	
Milinda Cox	Julia Kim	Charlotte Steele	
Patrice Cullen	Sanggitha Kusumo	Tina Trudnowski	



## Volunteer Opportunities

Please contact the volunteer office at 310-517-4752 for current service area openings. Thank you.

### Thank You to Our Hospital Services “Family”

This year has flown by and I so appreciate the incredible job you all do at TMMC. I have learned the importance and impact of our clown program and pet visits, together with our precious baby photos, sewing and knitting. Bingo cheers the patients with a fun distraction from being hospital bound, and Paula, your tray favors brighten the meal trays each patient receives. I am fortunate to have gotten to know so many of you in the different departments and am thankful to be surrounded by such a caring and talented group of dedicated individuals. A special thank you to our extraordinary chairs: Jeanie McAulay for the Clown and Sewing groups. Knitting Chair Phyllis Stuckey, Bingo Chair Sherril Sipes, and Pet Visitation co-chairs Pat Carlson and NorLu Longtin. I boast of your accomplishments at board meetings, just in passing or anytime someone lends me an ear. I think you are all truly wonderful and look forward to working with you again next year.

*Beth Zager, VP Hospital Services*

## November Gift Shop Fashion Show and Luncheon

If you were unable to attend the November luncheon you missed a great lunch, fantastic clothes and Lucy Kimball in her nightgown and robe. She looked so cute! Both Lucy and the kids were a big hit.



*Lucy Kimball*

## Tis the Season

### Healing Garden Fundraising Continues

Many volunteers recently donned our boots and hard hats as we joined Torrance Memorial's Director of Construction, Connie Senner, in touring five floors of the New Main Tower. Part of this exciting construction project is of course the Auxiliary's Healing Garden. Along with the rest of the construction it is progressing nicely.

As we enter the traditional season of giving at the end of the calendar year, you may wish to consider making a donation to the Auxiliary's ongoing \$1 million dollar Healing Garden campaign. Remember that all Auxiliary Members, friends and family are invited to participate in this fundraising effort toward building this lasting tribute to all of our Torrance Memorial volunteers. Your pledge can be spread out over several years or you may make donations by check or cash.

Some employers have grant programs for which volunteers may wish to apply. You may designate the Auxiliary for these donations in honor of your volunteer service. Donations may also be made in memory of friends or loved ones who have passed.

Checks should be made out to the Torrance Memorial Health Care Foundation with "Healing Garden" indicated in the memo line. **All contributions are tax deductible and any amount is greatly appreciated.** Donor names (no dollar amounts) will continue to be listed in Health Care Foundation publications.

Donation forms are available in the Volunteer Services Office. You may also choose to donate online at [www.TorranceMemorial.org/donate](http://www.TorranceMemorial.org/donate). Check the box indicating "Healing Garden." This beautiful Healing Garden will soon provide a beautiful setting of comfort to our patients, visitors and staff. Many thanks to all of you who have contributed!

### Healing Garden Committee

*Gail Long, Chairperson*

*Leon Cohen, Kerry Eyre, Dennis Frandsen, Susan Lohn, Judy Sipes, Alice Young*

## December Luncheon - Past Presidents

On Wednesday **December 12, 2012**, we are honoring all of the Auxiliary Past Presidents with a wonderful luncheon. Please come and enjoy the **New Directions Veterans Choir**. This is a group of men and women who served in the United States Military and subsequently became homeless. They bring their message of hope and redemption in the form of great music and entertainment. We are very fortunate to have this choir perform for us. Please come and show your support for the work of our Past Presidents and our military.

Mimi Brody, Parliamentarian, would like to remind you that we will be voting on by-law changes at the luncheon. We will also vote to approve the 2013 Slate of Officers.

*Jeannine Frandsen*  
Programs Chairperson

## Pet Visitation (Cont'd)

Sophie and I visited a stroke patient about a year back. The gentleman was unresponsive to his wife, no movement whatsoever. When Sophie and I came into the room, the wife started to cry and told me about her husband and a Golden Retriever they had years ago and how much her husband loved that dog. She asked if I'd allow Sophie to get on the bed with her husband. I was a little apprehensive because I wasn't sure that Sophie would understand that he wouldn't be petting her or talking to her. As Sophie got on the bed [on a protective sheet] the man's hand came up slightly, and he managed to get his hand onto Sophie's back and just let it lie there. The wife was now sobbing. The next day, I got a call from Volunteer Services asking if we'd be able to come back. The wife was convinced that Sophie was helping her husband's recovery and ONLY Sophie would do. And yes, I re-washed the dog and took her back to the room. The wife was just so grateful. There was also a family that took a bunch of pictures and had them made into a poster. Volunteer Services mailed it to me along with a note from the family. That made me cry.



*Sandy Glick and Sophie*

Annie and I were approaching the elevator when a very nice lady came up to visit with us and began telling me about her own dogs and how much she was missing them. She began to cry and then shared the story of her battle with cancer and that she likely didn't have much time left. We sat on the couches and continued our talk. Annie sat right next to her and she petted her the entire time. The patient confided that she always felt more comfortable around dogs than people. We both shed a few tears but the reality was that she felt comfortable about sharing because there was a dog there. For a short period of time she was able to forget about her illness and prognosis. It felt as though the whole purpose of that day was for Annie to spend time with this one patient. I will never forget this truly amazing day.



*Hilary Zachry and Annie*

As Beau and I were walking through the Emergency Department lobby, a little boy was very upset because of a big dressing on his head. His mother said to me, "I don't know what to do." I asked her if her son needed a little doggie hug. She paused, asked him and when he saw Beau he stopped crying and slowly gave Beau a long pet and then a big hug. We sat with him until he was called into the exam room. He said he felt better and his mom remarked, "Wow, that little white dog has healing powers." Dogs Do Make A Difference!



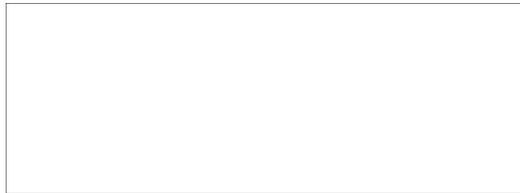
*Pat Baraz and Beau*

# Auxiliary



3330 Lomita Blvd., Torrance, CA 90505

Return Service Requested



## December 2012

SUN	MON	TUE	WED	THURS	FRI	SAT
						1
2	3	4	5 Bingo 2 p.m. -Media Svcs	6	7	8 Happy Hanukkah 
9	10 Auxiliary Board Mtg 9:30 a.m., WT-Rm D	11	12 Bingo 2 p.m. - Media Svcs Aux. General Mtg - Past Presidents; 11 a.m. HCCI&2	13	14 Sewing 9 a.m. HCC 4 Clowns 9:30 a.m. WT- C	15
16	17	18	19 Bingo 2 p.m. - Media Svcs	20	21	22
23	24 Newsletter copying  	25 Merry Christmas 	26 Bingo 2 p.m. - Media Svcs Newsletter folding 	27	28	29
30	31 <b>NEW YEARS EVE</b>					