



Message from President Linda Holloway

The sun is shining brightly today, birds are chirping and flitting around in search of tidbits, and flowers are beautifying the landscape. I think we can safely say that Spring has finally arrived, after several false starts over the past two months.

Ida Byrd, Beth Lewis, and I have completed our version of March Madness, travelling to all five districts for the Spring District Meetings. What fun we had as we gathered together with each group. A special thanks goes out to the District Directors who had been at work since last fall locating venues, planning programs, and engaging hospitals in their districts to help make each one successful. We were especially amazed at the variety of programs, venues, and food.

Joan Newpeck and Brenda Davis from Southwest District had gotten help from Phoebe Sumter Medical Center Auxiliary and Central Baptist Church in Americus to host their meeting. The program was on Pet Therapy, and Donna Franklin shared her experiences and training as a therapy pet handler. Locally-owned Horne Pecan Company presented all attending with a pack of delicious roasted pecans.

Entertainment was presented by vocalist Carrie Powe and

her pianist daughter.

The Southeast District, led by **Peggy Duvall and Connie Davis**, held their meeting at Effingham Health System in Springfield. The volunteers at Effingham had planned and decorated for a lovely venue at the hospital education center. The program was given by Dr. Fran Witt, Chief Operating Officer, who shared how new programs can be implemented, even in a small rural hospital. Peggy and Connie led us in playing a delightful game of "Never Have I Ever."

Houston Healthcare in Warner Robins hosted the Central District meeting, led by **Joyce Barrett and Sandy Broadnax**. Christie Lawrence, Stroke Quality Management Specialist, shared experiences and reviewed signs of a person having a stroke, or in danger of having one, and how to handle the situation. After lunch we were entertained by Roger Freeman, a local musician. We even got to see Ida and James demonstrate some dance moves.

Kathryn Leach and Sheila Baker worked diligently to secure a brand new facility in Canton for the Northeast District meeting. The program was delivered by pharmacist

Neely Bursmith—a very interesting and informative discussion on



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Message from President-Elect Ida Byrd



Hello everyone,
 Spring has sprung, which means warmer weather, pollen in the air everywhere, and we have a lot of unpredictable weather. Nevertheless, Spring is here, and March was a wonderful month. I love to call it March Madness because every week in March, COVS has a Spring District Meeting for volunteers to attend. Every District Director and their hospitals had a phenomenal meeting with great speakers! We were able to take away something and use it for ourselves or our hospitals, and the food did not disappoint! Most hospitals were represented well, and we traveled over 1,000 miles to all the Spring District Meetings. It was also fun meeting new people and learning the roles they have at their hospitals while getting new ideas from each other.

All the meetings were awesomely great! After the Southwest District Meeting in Americus, my husband James and I decided to visit a little town about 10 miles away named Plains, where our former President Jimmy Carter lives. We had heard a lot about Plains but never visited. So, since we were close we thought, why not? We enjoyed walking the streets and visiting different shops, taking pictures and talking to different people.

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-For more information, go to covsgeorgia.org.

At the Northwest District Meeting, we enjoyed a different kind of lunch. We had a food truck, and the food was very good. I heard talk about food trucks and how good they are but had never eaten from one. It did not disappoint!

The Central District Spring Meeting was memorable, and the entertainment was awesome. Roger Freeman played music and my husband James and I were the dancers. A big shout out to all the District Directors and their hospitals for a great Spring meeting, and now we will prepare for the next meeting in October - our Fall Conference.

Respectfully,
Ida Byrd, President-Elect

Our Volunteers Around Georgia

On Thursday, April 20, at noon **Wellstar Cobb Hospital Volunteers** enjoyed an appreciation luncheon during Volunteer Week at Maggiano's Restaurant in Cobb County. Maggiano's is located not too far from the hospital and this made it convenient to get to. The volunteers enjoyed a three-course Italian meal served family-style. Nathan Causey, Volunteer Manager, thanked all of our loyal volunteers for everything they do. An election was held for the upcoming year's slate of Board officers. Volunteers took home two gifts—one from the Wellstar Foundation and the other from the Volunteer Office.



The following excerpt about volunteers, is written by Newsletter Editor Kristin Doll, Southeast Georgia Health System, and dated February 5, 2023.

Volunteers should ...

- Smile and make eye contact with each person within 10 feet of them, and say “hello” as they pass by.
- Walk visitors to where they need to go instead of giving complicated directions if they ask for help.
- Anticipate their needs: offer a wheelchair if they seem unsteady or offer directions to a restroom or the cafeteria if they mentioned they just arrived from a long drive.
- Ask them if there is anything they need that we may be able to assist with.
- Leave your phone in your pocket and pay attention to what is happening around you.
- We play an important part in the patient experience and it starts with being attentive and available to the needs of those around us.

Good ideas for us all.

Southeast Georgia Health System Volunteer Services Stats for January 2023

Brunswick

96 adult volunteers contributed 1,299 hrs. of service

One teen contributed 9 hrs. of service

Four new volunteers began serving

Camden

39 adult volunteers contributed 518 hrs. of service

2023 EWB Scholarships

The 2023 Elizabeth Wilmot Bull Scholarship Committee (Anita Barnes, Ida Byrd, Kathryn Leach and Beth Lewis) is pleased to announce that the following people will be receiving a \$750 scholarship this year:

- **Maggie Elizabeth Beach**, in the Nurse Practitioner program at Georgia Southern, submitted by Memorial Health Meadows Hospital.
- **Julia Beacham**, entering the Medical Lab Tech program at Georgia Southern, submitted by Memorial Health Meadows Hospital.
- **Nicholas Aguanto Bulatoo**, studying to become a Physician at Mercer University, submitted by Southeast Georgia Health System, Brunswick.
- **Jewel Marie Collins**, in the Physician's Assistant program at Augusta University, submitted by Northside Hospital Atlanta.
- **Fatoumata Diallo**, working toward a degree as a Nurse Midwife at Georgia Southern, submitted by Northside Hospital Forsyth.
- **Taylor Alexis Petty**, studying to become a Registered Nurse at Georgia State, submitted by Northside Hospital.
- A \$375 scholarship is being awarded to **Luz Elena Hernandez Vega**, who is working to become a Nurse Practitioner in Adult Primary Geriatric Care at Georgia State. She was submitted by Northside Hospital Forsyth. Luz will graduate this December, so was not eligible for the amount awarded to the full-year students. - *Anita Barnes, Elizabeth Wilmot Bull Scholarship Chair*

The **SW Spring District Meeting** was hosted by Phoebe Sumter Medical Center in Americus and held at Central Baptist Church's Fellowship Hall. We had a total of 75 attendees from nine member hospitals. Phoebe Sumter's president Jan Olek opened the meeting and offered the invocation. CEO Carlyle Walton welcomed everyone to Phoebe Sumter and Americus Georgia. We had a color presentation and pledge of allegiance by JR ROTC cadets from Sumter County High School; informative speeches from our COVS officers: President Linda Holloway; President-elect Ida Byrd; and Vice-President and Conference Chair Beth Lewis. Joan Newpeck and Brenda Davis were elected as 2023/24 District Directors. Entertainment was provided by Carrie and Taylor Poe, a mother and daughter team, who played piano and sang for us.

- *Joan Newpeck*

Our Volunteers Around Georgia



Spring SW District Meeting hosted by Phoebe Sumter Medical Center in Americus



The *Courier* is published in **February, May, August, and November** of each year. The deadline for each of these issues is one month before each publication. Submit your newsletter articles to the editor, Anna Best, at best.dewitt1968@gmail.com. You are also welcome to submit your articles at any time, and they will be held until the next issue. For last minute submissions, please let Anna know as soon as possible, and she will do her best to see your article is published.

NW Spring District Meeting

March 30, 2023, 11 a.m. to 3 p.m.

Piedmont Church, 570 Piedmont Rd., Marietta, GA



Willie Robinson did a fantastic job putting together this year's NW Spring District Meeting. As a new *District Director*, he is knocking it out of the ball park! Our group enjoyed a great meal and speaker, and we took home some good door prizes.

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over the counter drugs (such as Ibuprofen, Alleve, aspirin, and other common pain or allergy relievers) that we all take and how they can interact with each other, especially with our prescription drugs. Kathryn and Sheila did a great job collecting door prizes and were busy throughout the day giving them away.

Our last meeting was held by **Willie Robinson** in the Northwest District at Piedmont Church in Marietta. He was assisted by staff and volunteers from Wellstar Kennestone. Steven Lambert from Wellstar Douglas spoke on "Volunteer/Life Balance: Enjoying the Volunteer Experience," reminding us that we can become burned out. We can get so busy giving of ourselves that we

sometimes forget to take care of our own needs. We enjoyed a unique lunch as we ordered from a Caribbean cuisine food truck.

Plans are well underway for the Annual COVS Conference to be held October 16-17 in Macon at the Anderson Conference Center. Presidents will be receiving registration information by the end of July, so keep an eye out for your packet. Beth has done an excellent job, and I am so excited to be able to hold a statewide-meeting again. We have gone three years without one, and I have missed the camaraderie that was always there when we met. Take care and remember to share your fresh caring spirit with those around you.

Sincerely, President Linda Holloway

Our Volunteers Around Georgia

Ribbon Cutting Ceremony Held for Northside Hospital Outpatient Center



On Tuesday, January 31, the opening of the new Northside Gwinnett Outpatient Center in Lawrenceville was celebrated. Members of the community and staff that were in attendance was Northside's Director of Outpatient Rehab Brad Humphrey; President & CEO Debbie Mitcham Bilbro; and Chief Operating Officer Jay Dennard. Lawrenceville Mayor David Still cut the ceremonial ribbon. Programs and services at the new facility will include outpatient physical therapy, cardiopulmonary rehabilitation, a wound treatment center, and an outpatient lab as well.

Many of **Northside Gwinnett Hospital** volunteers assist in making flower arrangements and delivering them to patients who have had a longer than normal stay in our emergency department. The volunteers deliver the flowers once the patient is moved to a regular patient-care room. Thanks to our volunteers, we are increasing patient satisfaction.



Duluth volunteer Rita Pincumbe made all of these beautiful blankets for patients in the **Northside ICU**. The blankets add a touch of warmth and comfort in what can be a very sterile environment. Thank you, Rita for such a thoughtful gift!



Southeast Georgia Health System Asked for Help to Redesign Their Volunteer Services Program To Ensure the Future

Like many other non-profits Southeast Georgia Health System is seeing a decline in volunteers who are willing to serve in leadership roles on our boards. Much like other organizations throughout the state, this is problematic since volunteer programs at each campus is set up as an incorporated, non-profit organization which requires elected officers to continue to operate. As a result they are seeing other hospital volunteer programs combine their separate volunteer organizations into one system-wide volunteer organization and others are disbanding and turning oversight completely to the hospitals. They are asking for participation with the Brunswick and Camden volunteer boards as ideas are explored and what the future of volunteer services looks like at SGHS is envisioned.

Our Volunteers Around Georgia Northside Cherokee Volunteers

2022—Year in Review

In the December *Cherokee Chatter* newsletter, volunteer president Brenda Hunton reviewed the organization's accomplishments for 2022. They are pleased to announce that they:

- Completed a very successful Golf Tournament
- Gave Scholarships to twelve students
- Supported *Mended Hearts* and *Arts in Health* Programs
- Purchased numerous pieces of equipment for the hospital through the Grant Program
- Made donations to the Goshen Valley Ranch in support of their foster youth programs
- Purchased equipment for the Pickens County and Big Canoe Fire Departments
- Gift Shop had a stellar year
- Volunteers are almost back to the pre-pandemic numbers
- Fundraisers have resumed with great success
- Tranquil Garden planning has begun



**Effingham Auxiliary was OUTSTANDING hosting the
Southeast District Spring Meeting!**

Thank you for all the hard work and for planning a fabulous meeting!