As a result of Northwell’s fast-paced growth, there are so many new people joining us. It became imperative to ensure that everyone understands and shares the same behavioral expectations, culture, mission, vision and values, which make up our brand. After all employees and volunteers completed the Culture of C.A.R.E program in 2016, in the spring of 2017 Northwell rolled out our employee promise and for this campaign. The Culture of C.A.R.E is the promise to our patients and the Employee Promise is to each other: We’re flexible, hardworking and not afraid to push boundaries to go the extra mile for our colleagues, our patients and their families.

Since our volunteers are considered part of our team, the expectation is that they too understand our brand and demonstrate this knowledge through their actions each day they volunteer.

Our Values – Truly Compassionate - Every moment matters; Truly Ambitious – It’s our ambitious spark that changes lives; Truly Innovative - We never settle; Truly Together - We rely on each other; Truly Ourselves - We are all unique.

I see and hear about the positive impact our volunteers have on our patient experience. I often receive letters of thanks from patients, families and employees praising our volunteers who are extremely caring and dedicated to providing exceptional care to our patients and families. Volunteers come into the hospital 7 days a week from 6:30am to 8:00pm, serve in almost every area and department in the hospital, some volunteer 3 days a week, and some come in on a moment’s notice, they all go the extra mile and lend a comforting hand or smile to anyone in need. Our 950 NSUH Volunteers are definitely Made for this!

NSUH Hospital Auxiliary Holds its 39th Annual Golf Classic

The North Shore University Hospital (NSUH) Auxiliary’s 39th Annual Golf Classic was held on July 10, 2017 at the North Shore Country Club in Glen Head, NY. This year’s honorees were Robert Waldbaum, MD, professor of Urology Hofstra Northwell School of Medicine, Chairman Emeritus, Department of Urology, Vice President, Physician Relation and Director, Outpatient Clinics, North Shore University Hospital and Steven A. Klar, President, The Klar Organization and Founder of the Klar Family Leadership Development and Innovation Management Program at Zucker School of Medicine at Hofstra/Northwell. The event was a great success with 125 golfers and 200 guests in attendance for the dinner where the Auxiliary presented a check in the amount of $150,000 to Dr. Alessandro Bellucci, Executive Director for North Shore University Hospital. (see photo). The event raised over $240,000, with proceeds going towards the Auxiliary’s new pledge of $2 million to renovate the Neonatal Intensive Care Unit (NICU) at NSUH.
Volunteer/Auxiliary Events

2017 Years of Service Awards Luncheon

Congratulations to the following volunteers on receiving their awards at the ceremony held on September 18, 2017 at the Crest Hollow Country Club in Woodbury, NY. These awards are presented to volunteers who have dedicated 800 hours for every 5 years of service.

Thank you for your continued dedication!

Arthur Seidman - Special Award
Herbert Lytton - 35 Years
Claude Sherman - 25 Years
Catherine Wu - 25 Years
Charles Baran - 20 Years
Doris Kash - 20 Years
Mary Anne Canavan - 15 Years
Irene Redleaf - 15 Years
Gail Case - 10 Years
Nancy Kaplan - 10 Years
Michele Kreitman - 10 Years
Jan Sanseverino - 10 Years
Perrin Snyder - 10 Years
Lenny Stenzler - 10 Years
Evelyn Feffer - 5 Years
Susan Fiebert - 5 Years
Michael Nevens - 5 Years
Mary Passero - 5 Years
Lillian Schwartz - 5 Years

Auxiliary Car Raffle

The Auxiliary Car Raffle drawing was held on Thursday, September 7, 2017. We greatly thank Penn Toyota for generously donating a brand new 2017 Toyota Camry LE. The raffle raised almost $37,000.

First Prize (2017 Toyota Camry LE): Karen Feder, Northwell Health Talent Acquisition Specialist
Second Prize ($1,000): Dr. Irene Osborne
Third Prize ($500): Rose Ellen Gerry

Upcoming Auxiliary Vendor Sales

Held on the following Thursdays in the NSUH Cafeteria on the Ground Floor

<table>
<thead>
<tr>
<th>Date</th>
<th>Vendor Sales</th>
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<tbody>
<tr>
<td>October 5, 2017</td>
<td>Books are Fun</td>
</tr>
<tr>
<td>October 12, 2017</td>
<td>Super Sox</td>
</tr>
<tr>
<td>October 19, 2017</td>
<td>Letty Designs &amp; Simply Beautiful</td>
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<tr>
<td>October 26, 2017</td>
<td>B&amp;B Socks</td>
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<tr>
<td>November 2, 2017</td>
<td>Oopsey Jewelry &amp; BJ’s Shoes</td>
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<tr>
<td>November 9, 2017</td>
<td>D&amp;D International Jewelry &amp; Best Kept Secret</td>
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<td>November 16, 2017</td>
<td>La Mia Collections</td>
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<tr>
<td>November 30, 2017</td>
<td>Garry’s Famous Bedsheets &amp; Monili</td>
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<tr>
<td>December 7, 2017</td>
<td>The Glove Lady</td>
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<tr>
<td>December 14, 2017</td>
<td>Eliest jewelry Collections</td>
</tr>
<tr>
<td>December 21 &amp; 22, 2017</td>
<td>Cherry Picks</td>
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<tr>
<td>December 21 &amp; 22, 2017</td>
<td>HCI Fundraising</td>
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</tbody>
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TURKEY CHILI

by Rosemarie Davino, Volunteer

Serves 8 people
Prep Time: 20 minutes
Total Time: 1 hour 5 minutes

Ingredients
2 tablespoons of olive oil
2 lbs. lean ground turkey
12 cloves of peeled garlic, minced
2 large sweet red peppers, 1/4 inch diced
2 large green peppers, cut and diced
2 medium onions cut and chopped
2 tablespoons of McCormick mexican style chili powder
salt to taste
2 tablespoons of worcestershire sauce
1 tablespoon of soy sauce
6 fresh bay leaves or 2 dry bay leaves
1/4 teaspoon ground cloves
2 teaspoons ground cumin
2 cans (14.5 ounces each) diced tomatoes
1 carton (32 ounces) chicken stock
2 cans (15.5 ounces each) red beans, rinsed and drained.

Directions
1. Heat oil in large stockpot on medium-high heat until oil faintly smokes. Add ground turkey. Crumble and cook until lightly browned, about 5 minutes.
2. Add garlic, peppers and onions to browned ground turkey. Stir in chili powder, salt, Worceshershire sauce, soy sauce, bay leaves, cloves and cumin.
3. Add tomatoes and stock. Bring to simmer; add beans. Continue to simmer, uncovered, on medium-low about 45 minutes, stirring occasionally. Discard bay leaves.
4. Serve over rice if preferred.

Enjoy!!!
Northwell Health Walk

The NSUH Volunteer Department participated in the 7th Annual Walk for Health which was held on Sunday, May 21, 2017.
Our “Valiant Volunteers” team raised $6,124. Great Job!

PHOTO CONTEST

The Auxiliary Photo Contest was held from July 1, 2017 through October 2, 2017. This contest was open to the public and the winners were chosen on October 14, 2017. A reception will be held at NSUH for the winners on December 6, 2017.

2018 Volunteer Recognition Events

We thank our volunteers for everything they do!

Adult Volunteer Recognition Luncheon
Wednesday, April 18, 2018
at the Inn at New Hyde Park

Junior Volunteer Recognition Dinner
Tuesday, May 15, 2018
at the Inn at New Hyde Park

Auxiliary Dinner Cruise

September 14, 2017

Shoe, Coat, Food and Prom Dress Drives 2017-2018

The North Shore University Hospital Volunteer Services Department will be holding a Coat Drive from Monday, October 2 through Sunday, October 15, 2017.

The North Shore University Hospital Volunteer Services will be holding a Food Drive from Monday, November 6 through Sunday, November 19, 2017.

The North Shore University Hospital Volunteer Services will be holding a Prom Dress Drive from Monday, March 19 through Sunday, April 1, 2018.

The North Shore University Hospital Volunteer Services will be holding a Shoe Drive from Monday, May 14, 2018 through Sunday, May 27, 2018.

Donations for all of these drives should be brought to the decorated bin located on the ground floor by the employee entrance.
Caring for the Caregivers by Doreen Cohen, Volunteer Coordinator

The Inn at New Hyde Park was the setting this year for our Annual Junior Volunteer Recognition Dinner on May 16th. Over 200 guests including Junior Volunteers and their parents, Hospital Administration, the NSUH Auxiliary, and staff from various hospital departments enjoyed a very pleasant evening. Several speakers expressed their sincere thanks to our students for the wonderful job they do to enhance hospital services and to help make our patients’ stay as pleasant and comfortable as possible. A former Junior Volunteer and now physician, Dr. Laura Pallazolo, spoke to the group about her invaluable experiences as a volunteer. Laura will soon complete her training to become an ophthalmologist.

Hours awards were presented beginning at 100 hours of service with Ricardo Ortiz reaching the high mark of 1,000 hours. The highlight of the evening was the presentation of the Auxiliary Achievement Awards to the following Junior Volunteers: Hadi Aziz, Bongseok Jung, and Alex Purvin for Excellence in Service; Sabrina Sayed for Exceptional Service; and the highest honor, the Hilary Chilton Achievement Award, was presented to Ricardo Ortiz. The Junior Advisory Committee presented a check in the amount of $2,800 to the Cardio-Nuclear Department for purchase of a patient exam chair for stress testing.

Niedel’s Point by Marty Niedelman, Editor-in-Chief

Are you having a difficult day? While volunteering at the hospital, sometimes we encounter patients, employees, family members and volunteers who might be having a bad day. Sometimes just a smile or a kind word can smooth things out and make them feel better.

A few years ago, a gentleman came to the desk in the Cardiac Cath Lab and seemed to be a little upset. He had been looking for his wife for the past two hours and couldn’t locate her. He gave me her name and mentioned that she had her lucky bright pink elephant, named Fuzzy, with her. I told him to wait right there and that I wouldn’t rest until I found her. I made a few phone calls and took a walk back into the recovery room. As I passed by all the beds, I noticed a hot pink trunk protruding from under a blanket. I found his wife and her elephant. I brought him back to her and the reunion was complete. As I was leaving the area, they both gave me the biggest smile and this made my day.

How can we support the incredible team of healthcare professionals who provide exceptional care to patients and families at North Shore University Hospital? The answer came from an interdisciplinary team under the direction of Director, Nicole Benincasa and Team Lavender was born. Team Lavender is a rapid response interdisciplinary team that delivers holistic care to support the well-being of our employees and volunteers in stressful situations. Employees can activate Team Lavender by dialing in house ext. 5555 and the team will be scheduled to respond. Team Lavender includes staff from Patient and Family Centered Care, Chaplaincy and Social Work who work together to foster an environment that promotes self-care, self-reflection and emotional support. There is one very special volunteer on the team, Barbara Colton, a talented Reiki practitioner.

Barbara spends 10-15 minutes alone with each staff member in a dimly lit room, with soft music playing in the background, guiding them through a meditation, explaining how to breathe and relax. “Giving people the tools to be in the moment, rather than thinking about what happened before and what will happen next,” Barbara said, “is a necessary part of Reiki.” An ancient art, Reiki, is built on the premise that people are made of energy. When we are in balance, we are at ease. When we are not in balance we are in a state of dis-ease explains Barbara.

What people usually feel at the end of a session is a clearness of mind, and there is an energy shift. After a well-deserved Reiki session with Barbara a staff member shared, “I feel so relaxed so fast. I have been holding onto all my stress in my head and have not been sleeping. This was wonderful.” “I know in my heart that I am doing what I am meant to do”, said Barbara. “I feel so privileged and blessed to have found Team Lavender.” Christine Alessandro, a coordinator in Patient and Family Centered Care stated, “Barbara is an enormous asset to this hospital. Her peaceful demeanor is always welcomed by staff.

Junior Reflections by Anita Trost, Volunteer Coordinator

The Inn at New Hyde Park was the setting this year for our Annual Junior Volunteer Recognition Dinner on May 16th. Over 200 guests including Junior Volunteers and their parents, Hospital Administration, the NSUH Auxiliary, and staff from various hospital departments enjoyed a very pleasant evening. Several speakers expressed their sincere thanks to our students for the wonderful job they do to enhance hospital services and to help make our patients’ stay as pleasant and comfortable as possible. A former Junior Volunteer and now physician, Dr. Laura Pallazolo, spoke to the group about her invaluable experiences as a volunteer. Laura will soon complete her training to become an ophthalmologist.

Go to back page for additional Volunteer/Auxiliary Events
The Auxiliary of North Shore University Hospital will be sponsoring their Annual Tree of Lights Fundraiser in December. This is a unique opportunity to honor those close to you by remembering a loved one or celebrating a birth. A light will shine on the tree in front of the Hospital’s main entrance for each individual honored or remembered. In addition, the names of all those enrolled will be listed on various TVs throughout the hospital. A donation of $10.00 will be accepted for each name. All donations benefit patient programs in the hospital. For more information or to purchase a light, please contact the Volunteer Services Department at 516-562-4947.

Annual Auxiliary Stroke Support Club Luncheon
On June 16, 2017 the NSUH Auxiliary’s Stroke Support Club held its annual luncheon at Jonathan’s Restaurant in New Hyde Park. Eighty people including stroke survivors and their caregivers, volunteers from the Stroke Club, Hospital Administration and employees celebrated the Stroke Club’s 41st anniversary.

2017 Town of Hempstead Senior Citizen Volunteer Recognition Luncheon
On Tuesday, May 23, 2017 the Town of North Hempstead held its 44th Annual Senior Recognition Luncheon at the Harbor Links Golf Course in Port Washington, NY. Over 100 people attended including many Town and County officials. It was a very special event recognizing volunteers who live in the Town of North Hempstead for their tireless efforts. We had the distinguished honor to recognize two of our volunteers (from left to right) Jeanne Pulver and Catherine Wu. Each honoree received several citations from various politicians and organizations within the Town of North Hempstead.

The NSUH Volunteer Department participated in the Town of North Hempstead’s FunDay Monday Health Education Fair held on July 31, 2017 at North Hempstead Beach Park.