



# Winter 2024



## the *Stethoscope*

A newsletter of the Frederick Health Auxiliary and Volunteer Program  
400 West 7th Street Frederick, MD 21701

Volunteer office: 240-566-3567 - Website: [www.frederickhealth.org](http://www.frederickhealth.org)

Stethoscope website: <https://www.frederickhealth.org/About/Volunteering/Newsletter.aspx>

### Auxiliary President's Message

**Harriet Brown**



Happy New Year! It's hard to believe it is 2024. Where did 2023 go??? As we begin a new year, I would like to continue to focus on communication within the Auxiliary. Everyone of you is essential to the success of our volunteer program and the outstanding services we provide to Frederick Health. We volunteer about 4,000 hours a month which equates to \$115,800 we save Frederick Health in the services we provide. You all are to be commended for your hard work and dedication to the patients, visitors and staff at Frederick Health.

Beginning January 8, Erin Betz is our new Director of Volunteer Services. She came to us after many years at Country Meadows. Please stop in the office and welcome Erin.

For the last several months, the Bylaw Committee has been reviewing and updating our Auxiliary Bylaws. Please read over the changes sent to you and let any board member know if you have any questions. The February 20 board meeting is open to all active Auxiliary members to discuss these changes and vote to accept. Also, during this meeting, Mike Widderman, Frederick Health IT Security Specialist will speak on internet safety. The meeting will be very informative.

With the increase in Covid, Flu and RSV cases in our community, keep yourself safe, WEAR A MASK!!! I know we all hate wearing masks but the alternative is much worse!

We are planning our Frederick Health Auxiliary annual general membership meeting and luncheon for all active volunteers and Past Presidents on Thursday, June 27 at Ceresville Mansion. Save the date. More information will be sent out in May.

Thank you again for all your hard work and dedication in making Frederick Health Auxiliary a success! Happy New Year! Enjoy the snow and stay healthy.



## Hospital President's Message

Tom Kleinhanzl



Dear Friends,

With 2023 in the rearview mirror and 2024 upon us, let us take some time to reflect on what we accomplished together in the last year and what lies ahead. Our shared future is bright, and I am optimistic about the direction of Frederick Health. Here are a few important updates that I'd like to share.

We continue to grow to meet those changing needs as Frederick continues to grow. That includes working with both community partners and nationally recognized care providers. For the last two years, we have partnered with Community Radiology Associates (CRA) to continue providing high-quality outpatient imaging services. While this partnership has many benefits, I am happy to say that since this was initiated, we've seen a 40% increase in breast cancer screenings, with most results provided within 24 hours. This means we are catching cancer sooner in members of our community and taking the proper steps to keep them healthy.

Another partnership I'd like to share is that Frederick Health Hospice is expanding into Montgomery County, with an office soon opening in Rockville. Adventist Health System selected our excellent hospice team as their hospice of choice. Frederick Health Hospice will provide in-patient hospice services to Shady Grove Adventist Medical Center, White Oak Medical Center, and Montgomery County patient homes, helping expand access to this vital service.

As you know, we have recently opened two new locations in Emmitsburg and Brunswick. These full-service centers provide a wide range of healthcare services including Primary Care, Urgent Care, Laboratory, Imaging, and Physical Therapy & Sports Rehab. Since these locations opened, they have cared for over 6,300 patients who otherwise would have sought care elsewhere or worse – not sought care at all. By bringing these excellent options to neighborhoods throughout Frederick County, we continue to be there when it matters the most.

I'd also like to personally thank everyone for their work and for helping us to earn high marks in the most recent Joint Commission survey. The survey team was at the hospital for several days, reviewing our protocols, validating our compliance, and analyzing our standards. These surveys are a lot of work but also very important. Not only do they inspire and improve quality and safety, but they also help instill confidence in our excellent work throughout the community. When the survey team said,

"... they'd bring their family here for care," I knew, as a team, that we had done a great job.

Kind regards,

A handwritten signature in black ink that reads 'Thomas A. Kleinhanzl'.

Tom Kleinhanzl  
President & CEO  
Frederick Health

## Message from Director of Volunteer Services \_\_\_\_\_ Sharon Hannaby

By the time most of you read this, I am officially retired as Director of Volunteer Services. I want to thank each of you for your time and commitment to Frederick Health and your volunteer work here. Little did I know when I started working here as what is now known as volunteer coordinator, that 33 years later, I would be sending this farewell.

What an amazing group of people I have gotten to know over the years! The lives you have led, careers you have had, families you have raised, and travels you have taken and still you have found time to give back and share with others. Your generosity is a true example for others.

I will certainly miss my volunteer family! You have inspired me and I will be following in your footsteps as I find volunteer opportunities in my retirement. Thank you for sharing a portion of your lives with me! My best to all of you.

**Officially**  
*retired*

Wishes for a happy, healthy 2024 and beyond!

## Retired with 33 Years of Service \_\_\_\_\_ Hongwei Xu



January 19th, 2024 was the last work day for Sharon Hannaby, Director of Volunteer Services at Frederick Health before she was officially retired. It was a bittersweet day. After all, Sharon had been working on the job for 33 years, first as Volunteer Coordinator, then Acting Director, and then Director of Volunteer Services.

Sharon loved her job dearly and enjoyed working with volunteers and hospital staff. During her tenure she has expanded the volunteer program on site and off site. Under her leadership, the Junior Volunteer force doubled from around 30 in 1990 to around 60 in 2000 when she was the Volunteer Coordinator managing junior volunteers, and the total number of hospital volunteers reached almost 800, a pre-COVID-19 pandemic level, with junior and adult volunteers combined. It was a tremendous effort by the volunteers and saved the hospital over a million dollars each year.

Sharon's proudest accomplishment was the introduction of people with special needs to the hospital volunteer force. Sharon believes that everyone can serve their community including people with special needs. She worked with Frederick County Public School, Maryland School for the Deaf, Goodwill, and The Arc to recruit, train, and place people with special needs to volunteer at the hospital. This inclusive volunteering not only helps people with special needs build confidence but also job skills and work experience.

On all accounts, Sharon was most excited and thrilled to see those junior volunteers who came to volunteer at the hospital as high school student volunteers, then went to college and later chose medical careers. It tickled her profusely to see some of the student volunteers come back to work as nurses and became her colleagues.

Looking back, Sharon said she was extremely thankful for what the volunteers have done and for the good example they have set.

To Sharon, a new life begins at retirement. She will stay active by being a hospital volunteer herself.



Photo submitted by Hongwei Xu

# Meet Erin Betz

Erin Betz joined the hospital on January 8th , 2024 as the new Director of Volunteer Services. She will be managing the recruitment, orientation, and placement of volunteers throughout the Hospital.

Erin is excited about her new role and looking forward to meeting and working with all the staff and volunteers.

Welcome, Erin!

## Scholarship Committee

Donna Tisdale



Do you know of a current senior attending a public or private high school in Frederick County? Students who are eligible will graduate in the Class of 2024, planning a career in health care and enrolling full time in a college or university in the fall of 2024.

Please tell the student about the Frederick Health Auxiliary Scholarships. Applications are now being accepted and are due by March 15. Last year five scholarships were awarded in the total amount of \$15,000.

Applications can be obtained by sending an email to Bonnie Walters at [bwalters@Frederick.Health](mailto:bwalters@Frederick.Health).

## Recruitment and Appreciation

Ellen Nolan

The Lunch Bunch met in December at the Main Cup in Middletown (See photos below) . We had 25 volunteers attend. Santa left a little gift of 'thank you' to each volunteer. Peggy Rosenbluth won the free lunch drawing.

We will be planning another luncheon for April. Come out and join us. It is a time to meet other volunteers and have a good time...maybe win a free lunch.

The Recruitment and Appreciation Committee will meet in January to plan future events such as the picnic and fashion show.



- Photos submitted by Harriet Brown

Select Seconds

Co-Manager Pam Schaffert



Happy Valentine’s Day to our volunteers and our customers. You are the “heart” of our business! To celebrate, we are offering great prices on all sorts of Valentine items, such as jewelry, clothing, home décor, cards, and gifts. Come visit us soon!

Select Seconds needs donations of all sorts. Whether you are downsizing or just cleaning out your closet, consider donating to us. Items will be gladly accepted during regular business hours.

The Select Seconds receiving room recently got a face-lift! After years of disrepair, the ceiling and walls were patched and repainted. Many thanks to Linda Allen, Pam and Larry Schaffert, Harriet and Pete Brown, and Hamp Tisdale for their help prepping the room and putting

the merchandise back after the work was done (see photos below). Also, many thanks go to the hospital maintenance staff for hauling items to and from the Village!

Mark your calendar for our upcoming Bag Sale on Saturday, March 23rd from 10:00 am - 2:00 pm. This is a twice-a-year event that we do prior to changing out clothing for the next season. We supply the bags; you fill them with as much merchandise as you can and pay only \$5.00 per bag.



We are always in need of new volunteers to work as regular clerks, substitute clerks, and donation sorters. If interested, please contact our Volunteer Services Office, and let them know you would like to join the Select Seconds team!

Store Hours: Mon-Fri 10am-4pm and Sat 11am-4pm; we also have special hours on First Saturdays from 11am to 8pm.

For the latest on Select Seconds, follow us on our Facebook page @SelectSeconds.



Photos (Left to Right) - Photo 1/Linda Allen, Pam Schaffert, Harriet Brown; Photo 2/Hamp Tisdale helping with the face-lift of the receiving room at Select Seconds.

- Photos submitted by Pam Schaffert

**Fundraising Committee**

**Joe Collins**

The exciting and fun realm of Fundraising is happy to report that we have a full schedule of fourteen (14) vendor sales for calendar year 2024. We completed the 2023 year with a series of very successful vendor sales boosted by the addition of sales at The Village. The reception that the staff have given our vendors and volunteers working the sales has been overwhelming.

We kicked off 2024 with a uniform sale in the hospital cafeteria on Wednesday January 24th and Thursday January 25th. This was the first uniform sale in several years and we had a new vendor, Uniform Village from Cumberland, Maryland. The sale had payroll deduction and we enjoyed the return of this very popular sale that provided members of the hospital staff the opportunity to purchase necessary uniforms without having to travel to a distant retail location.



In the upcoming months of February and March we will have three (3) additional vendor sales. D&D Jewelry Designs will be at The Village on February 20th and at the hospital on February 21st, while the \$7 Everything Sale will be at The Village on February 28th. In March Silver Events will be at the hospital on March 19th and at The Village on March 20th.



In April we will have two (2) vendor sales – Mindy’s Jewels and the popular MMG Gifts, while in May we will have Lancaster Linens return and in June we will welcome back Silver Events. As always we continue looking for new vendors with unique merchandise to expand our existing selection of goods, products and merchandise offered by our existing vendors.

Currently all our vendor sales offer payroll deduction to the hospital staff and therefore require Volunteers to work the sales and complete the individual sales transactions that use the Quick Charge payroll deduction system. Shifts are 2 ½ to 3 hours and provide a wonderful opportunity for volunteers to meet and interact with the hospital staff, while helping to raise money for the Auxiliary. Volunteers also have the first opportunity to purchase merchandise.

Vendor sales are very popular with the hospital staff and provide the staff with the opportunity to purchase a wide variety of gifts and merchandise without leaving the hospital. We welcome all to join our great, outgoing fundraising team, while meeting new people and mingling with the hospital staff and earning a few additional service hours.



I want to thank those members of the fundraising team who have worked our prior sales as without your continued support and dedication, we couldn’t continue to bring the benefits of onsite sales to the hospital staff and the resultant funds that it generates for the Auxiliary.

# Volunteer Awards

Congratulations to

the the following volunteers who earned Hours of Service awards in November and December!

500 Hours Pins	Olivia Foy	Fred Oh	Marcia Smith
2,000 Hours Bars	Michele Krantz	John Tisdale	
5,000 Hours Bars	Kenneth Michaels	Joyce Weddle	

## Who Is Who?

Hongwei Xu

Shortly after Suzanne Schmidt retired from her job as a schoolteacher, she came to the hospital to interview for the hospital volunteer program. “I have time and I want to do something meaningful,” said Suzanne.

Over the past 30 years, Suzanne has worked in many different areas at the hospital, from Medical Records, Children’s Tour, Information Desk to New Volunteer Orientation and Gift Shop, and she enjoyed every one of them.

Now at age 90, Suzanne still drives and lives an independent and active life. She drives seventeen miles one way to the hospital 2-3 times every month to volunteer at the Gift Shop. As of January 2024, Suzanne has accumulated almost 3,000 service hours.

Besides volunteering at the hospital, Suzanne likes to knit, sew, and cook, and she is also an active member of her church senior choir.

When asked what keeps her young, she said cheerfully, “Volunteering keeps me young. I enjoy the work, enjoy seeing people and talking with people.” A happy, jolly person always wearing a smile on her face, Suzanne brings sunshine into the lives of others. Her spirit and cheer are what we need at a high-pressure environment like the hospital.

Susan Matheson, a volunteer who knows Suzanne and often works with her at the Gift Shop added, “Suzanne is a wonderful friend. Everyone enjoys working with her.”



Vicky Synder’s volunteer career at the hospital began nine years ago after she retired from her job as a special education teacher in a middle school. She chose the hospital because she believed it was an interesting area to explore and a place where everyone would appreciate help.

As a volunteer for the Infusion Therapy at the Cancer Center, she became a source of support to the nurses, staff, and patients. Her job includes going around patient care stations to talk with patients and provide them with pillows, blankets, snack, and drinks, sorting/stocking supplies in the supply room, disinfecting chairs and IV poles, etc. When in full capacity, Infusion Therapy can treat 24 patients. Thus, volunteers like Vicky are always busy. “We do everything we can to make patients comfortable during their treatment,” said Vicky.

Being the Chair at the Infusion Therapy, Vicky also trains new volunteers to help them become familiar with the job. Recently she is working with Dennis Staley, a new volunteer who is excited to start his new journey there.

Volunteering at the hospital has given Vicky an enormous sense of satisfaction. “The best part of my volunteer experience is the wonderful feeling I get – feeling good to go in and leave; feeling helpful and appreciated,” said Vicky.

Vicky enjoys staying busy. When not volunteering at the hospital, Vicky volunteers at the Weinberg Center for the Arts and spends time with her grandchildren.



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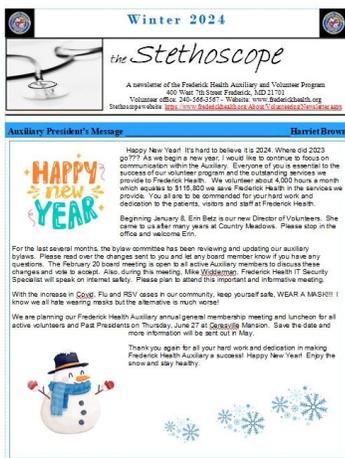
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We appreciate your feedback, comments and questions.



<https://www.frederickhealth.org/about/volunteering/>



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