



Winter 2025



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

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

Auxiliary President's Letter

John Tisdale

As I was thinking of how to recognize the hours-of-service Auxiliary members give, numbers kept coming to my mind. We generally recognize the first 500 hours of service a volunteer performs and then subsequent achievements with each additional 1,000 hours.

Then another number came to mind: 2,000. A person who works in a paying job for a 40-hour week works about 2,000 hours a year in that job. Volunteers who work once a week for four hours perform 200 hours in a year; if they work every other week, they perform 100 hours in a year. That means that one who volunteers for a total of 500 hours gives the equivalent of 3 months of time. ($500/2,000=1/4$ or 3 months in a year). Yes, I am a math nerd. Take it from there. When a volunteer reaches 1,000 hours of service, he or she has given to Frederick Health the equivalent of half a year at the hypothetical 40-hour per week job.

We all know that in total the Auxiliary gives more than \$1.5 million a year in volunteer services to Frederick Health, but think of your own hours in terms of the contribution that you personally have made. It is quite significant.

Indulge me in one more wonky thought: Frederick Health has not had to pay a thing to recruit us, train or pay substitutes when we are away. We do our own training and are generous in substituting for each other. I have no idea what the cost would be for Frederick Health to recruit, train and provide substitutes, but I know the cost would be high.

Those are just two of the reasons I am proud to be a member of Frederick Health Auxiliary.

President's Letter

Thomas A Kleinhanzl

Dear Friends,

Happy New Year! I hope that you enjoy a healthy and happy winter season. With 2024 behind us, I look forward to another successful year of partnership and teamwork. 2025 will be our 123rd year of providing excellent care to this community, and it promises to be a transformative time for our organization.

As many of you may have heard, after 20 years as President and CEO of Frederick Health, I have announced that I will retire at the end of October. It has been the honor of my professional life to lead such an amazing and compassionate team that has positively impacted the well-being of every individual in the community. Nikki Moberly, Chair of our Board of Directors, plans to lead a thoughtful and thorough search for our next CEO. She has stated that our next leader must not only embody a commitment to our core values but must also ensure operational excellence, bring strong stakeholder engagement to patients, families, employees, partners, and providers, and have a strategic vision to navigate the complex waters of the current healthcare climate.

I agree with Nikki's plan and will continue to support the Board of Directors throughout their search process.

Reflecting upon two decades with this organization, I am proud of what we have accomplished together. Our Auxiliary has been a steady, reassuring presence throughout my time with Frederick Health. You provide such an invaluable service, and I cannot thank you enough for your support. While that unwavering commitment is displayed daily, your work during the COVID-19 pandemic resonates with me. The earliest days of the pandemic were a time of uncertainty. Yet the Auxiliary remained a source of strength when so many questions arose. When called upon, you stepped up to the occasion, doing everything and anything asked of you. I will always be thankful for your work during those trying days.

Our ongoing success and growth owes much to your efforts. From increasing our number of locations from seven in 2004 to 26 in 2025, including our newest location in New Market and the state-of-the-art Critical Care Expansion, to planning for the growth of this community by expanding services at the Frederick Health Village, we will continue to do great things. These facilities are serving the community well, even now in some of the busiest months of the year. Our priority remains expanding access to care, and we routinely examine strategic partnerships and new locations.

Our Auxiliary is an indispensable resource to Frederick Health. I know you are in good hands with John "Hamp" Tisdale serving as your President, Erin Betz as your Director, and your talented Executive Board. Cheers to 2025, and let's keep up the good work.

Kind regards,

Thomas A. Kleinhanzl

President & CEO
Frederick Health



Director of Volunteer Services Message

Erin Betz

Embracing “Connection” in 2025: A Word for the Year

As we usher in 2025, I’m excited to share a personal tradition that I’ve been cultivating over the past few years: choosing a “Word of the Year.” This word serves as a guiding light throughout the months ahead, shaping how I approach both the big and small moments in life. For 2025, I’ve chosen the word “Connection.”

There’s something powerful about taking a step back to remember the importance of human connection – whether that’s a simple conversation with the neighbor, a shared experience with a friend, or a more meaningful relationship with a colleague or family member.

This year, I’m focusing on nurturing these connections in my life, both personal and professional – and I hope to inspire others to do the same. Here’s how I plan to bring “Connection” to the forefront of my 2025.

1. Supporting Our Volunteer Community

As a volunteer, I see firsthand the power of connection in making a difference. It’s not just the work we do, but the relationships we build with one another that turn a volunteer initiative into something truly meaningful. This year, I hope to encourage others to connect with the causes they care about whether by volunteering their time, offering support to fellow volunteers, or simply spreading the word about opportunities for community involvement.

2. Deepening Relationships

I’ll be focusing on spending more time deepening existing relationships. This year, I’ll be more intentional about reaching out and checking in either through a heartfelt message, a phone call, or even a handwritten note, I want to create more meaningful interactions with the people who matter are most.

3. Building New Bonds

I’m also looking forward to meeting new people and expanding my network in both personal and professional spheres. Whether that’s through volunteering, attending events, or simply striking up a conversation with someone new, I hope to forge bonds that enrich my life and the lives of others.

4. Spreading Positivity and Kindness

By practicing random acts of kindness like smiling at a stranger, holding the door open for someone, or helping a neighbor with groceries, I believe these acts of kindness, while simple, contribute to the greater sense of connection in our world.

5. Inspiring Others

I hope to inspire you to choose your own word of the year – something that resonates with your values and aspirations. A word of the year is a powerful tool for self-reflection and growth, and it can serve as a gentle reminder to stay grounded in what matters most.

Here’s to a year filled with connection – one that binds us closer to one another and all the causes that unite us. Happy New Year, and I look forward to connecting with you all in 2025!

Erin Betz

All About Fundraising

Joe Collins, Fundraising Chair

Another year has begun with all its opportunities and yet to be experienced adventures. With it comes a new season of vendor sales and the many merchandise treasures to be purchased. We have a full slate of vendor sales scheduled with six vendors holding twelve (12) sales that encompass a total of twenty-nine days of buying opportunities.

We concluded 2024 with three great vendor sales. In October \$7 Everything Sale had a two day event and in November Mindy's Jewels also had a two day sale. We finished the year in December with MMG Gifts holding a four day sale featuring their endless variety of quality gifts for all occasions. The three vendor sales had combined sales that exceeded \$18,000 with 42% utilizing payroll deduction resulting in a rebate to the Auxiliary of \$2,650.

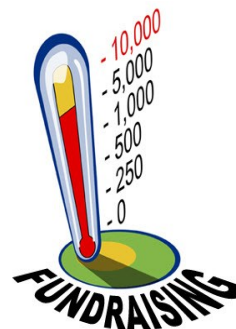
We kicked off the New Year with the Uniform Village traveling from Cumberland, Maryland for a two day sale on January 21st and 22nd in the hospital cafeteria. Their sale featured a full line of uniforms and a great selection of footwear for both work and causal use. February brings back D&D Designs with their wide variety of quality jewelry, watches, handbags and fragrances. D&D Designs will be in the Atrium of the Village on February 19th and in the hospital cafeteria on February 20th.

The following week \$7 Everything Sale (K&J Marketing) from nearby Ellicott City will visit Frederick Health for a three day sale. They offer a wide variety of reasonably priced boutique fashion accessories, jewelry, clothing, handbags and much more. They will be in the Atrium of the Village on Wednesday February 26th, then move to the hospital cafeteria for two (2) days – February 27th & 28th. In March we welcome back Silver Events and their unique line of beautiful, handcrafted jewelry for a two (2) day sale. On Tuesday March 15th they will be in the hospital cafeteria and on March 16th they will be in the Atrium at the Village.

We will start the Spring season with the very popular MMG Gifts (former Collective Goods) and their fully stocked "Fabulous Finds for the Family" merchandise sale. They will be in the Atrium of the Village on April 23rd and then in the hospital cafeteria on April 24th and 25th. All the vendor sales will have payroll deduction (Quick Charge) available for the staff.

Vendor sales are very popular with the hospital staff and provide the staff the opportunity to purchase a wide variety of quality merchandise without venturing from the workplace. They also provide a source of funds for the Auxiliary and a unique opportunity for volunteers to interact with the hospital staff. Vendor sales include payroll deduction via Quick Charge which requires a volunteer to operate the Quick Charge for processing of the purchase. Volunteer shifts are 2 ½ to 3 hours each, so if you have a few spare hours and would like to lend a helping hand to fundraising and meet some of the hospital's wonderful staff we invite you to join the fundraising team. As a benefit while working the vendor sales you will have first crack at the wide variety of unique and quality merchandise offered for sale by the vendors.

A big thanks to the small, dedicated members of the fundraising team for making the vendor sales a success while spreading the goodwill of volunteering to the hospital staff.



Select Seconds

Pam Schaffert (Co-Manager)

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 while the selection is good.

Select Seconds needs donations of all sorts. We can especially use winter clothing right now; our inventory is very low.

Mark your calendar for our upcoming Bag Sale on Saturday, March 22nd from 10:00 am - 2:00 pm. We do this two times a year 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 stay open until 8pm on First Saturdays.

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



Susan Chapman and Linda Harley

Volunteer Spotlight

Rose Marie Myers

At 95, the soft-spoken Rose Marie Myers seems very approachable. But don't try to approach her when she is on duty as part of her volunteer gig at Frederick Health Hospital. There, she is all business, putting the patients first, her camaraderie with the nursing staff second, and anyone who might upset that balance a distant third. This is a woman who has been volunteering at the hospital since 1984 -- while she was still employed as part of the office staff in a doctor's office -- and has continuously volunteered ever since.

"We work as a team," Rose Marie said, referring to her relationship with the nurses in the infusion center at the Stockman Cancer Center, where Rose Marie cleans and restocks the center stations between patients. "My overall focus," she continued, "is to allow the nurses to focus on their tasks." Rose Marie considers her own tasks to include keeping patients comfortable and socializing with them when appropriate. In a typical week, Rose Marie is at the hospital volunteering two days per week, but she often picks up extra shifts to fill in for others.

Reflecting on the fact that patients are often at the infusion center for many hours, or even all day, she explained that the food cart is quite popular. "They really enjoy snacks and water and sodas," she said, offering an example of how she helps patients feel more comfortable and less stressed while getting treatment in the center.

Rose Marie's roots in Frederick County go even deeper than her volunteer connections. At Frederick High School, she was a classmate of James Stockman, the original benefactor of the Stockman Cancer Center. In addition to her long career working in doctor's offices, she spent a few years employed at the county emergency hospital (which was segregated at that time). Rose Marie's maiden name was Culler. Her great uncle was mayor of Frederick and the city's Culler Lake is named after him.

Rose Marie has also volunteered for Meals on Wheels and Road to Recovery. "Those were both very rewarding," she recalled. When she is not volunteering, Rose Marie enjoys competing in friendly games at the Walkersville Bowling Center as part of Frederick Senior Recreation. The group started at East Street Bowling Center until it closed and then made their move to Walkersville. Rose Marie shared that they do not keep score, but "cheer even for a gutter ball." Look out if anyone gets a strike or spare as they ring a bell. Rose Marie describes the group as "a sunshine group, noting smiles and laughter are important, and hugs are often. "

Not one to sit still, Rose Marie does not limit her outside social activities to bowling. She belongs to Rainbow Belles, a widow support group started in 1979, and still going strong.

When asked about the numerous recognition pins on her vest, in typical Rose Marie fashion, she avoids talking about her achievements, saying that "the pins are not that important, but what is important is that I am still able to do something I love, that makes me happy. "

At the hospital, Rose Marie especially enjoys getting to know people. "I have developed personal relationships with some of the patients and their families," she said. She emphasized that she is always sure to present Frederick Health in a positive light, which is probably not very hard, considering the positive light that shines around Rose Marie herself.

Rose Marie's photo on following page

Volunteer Spotlight

Rose Marie Myers



Our shining star— Rose Marie Myers

Wags for Hope (Part one)

While we are all impressed with and proud of the excellent personal care and breakthrough technology Frederick Health offers such as the da Vinci 5 robotic-assisted surgical system, it is hard to argue with the healing power of Sparkle, Aspen, Luke, Bentley, Rico, and Shilo. These furry ambassadors from Wags for Hope bring smiles to every person they meet.

Wags for Hope (WFH) is a non-profit organization that provides volunteers with their pets to bring joy to the lives of others. They visit Nursing Homes, Assisted Living Facilities, Hospitals and Hospice.

Bentley's human (Jamie Hendi) coordinates the scheduling of the Wags for Hopes volunteers with Erin Betz, Volunteer Director. There are currently five volunteers and six dogs visiting Frederick Health.

Larry Jones (Shiloh's owner) is retired and enjoys being involved in many kinds of volunteer service. Shiloh gets excited when Larry brushes her and puts on her therapy harness.

Jamie Hendi got involved because she had a friend in the Wags for Hope program and knew Bentley had a good disposition.

Kristi Wood (Sparkle and Rico's owner) has personally trained her own dogs. Sparkle and Rico know when it's time to work, and they get so excited. "Sparkle is truly remarkable. With nine years of experience as a therapy dog, she has an innate ability to sense what's needed and respond instinctively. No amount of training can teach a dog how to navigate such delicate situations—somehow, they just know."

Paul, Kelly, a twice enlisted military veteran, and Luke's owner, has experience with training service dogs and therapy dogs. Paul got interested when he used to visit his mother at Tranquility Retirement and eventually Tranquility Hospice with his dog. Paul has been involved with Warrior Canine Connection for 8 years. Paul helps train service dogs for veterans at Warrior Canine Connection and shared that training the service dogs has been therapeutic for him. Paul and Luke visit the main hospital on the first Wednesday of the month and the infusion center at Stockman on the third Wednesday of the month. Being calm was a big challenge for Luke because he gets so excited, so Paul said every day is training time. Paul and Luke also visit hospice.

Yuri Dinh, Aspen's owner, said her daughter found out about Wags for Hope, and Yuri loved the idea of being able to share the joy Aspen brings to her family, with others. Yuri knows Aspen enjoys the visits by her wagging tail and the kisses she provides..

Each pet owner has had a profound experience during these visits that range from heartbreaking to joyful and sometimes a little of both (continued on following page).

Larry and Shiloh were visiting a very elderly woman whose adult daughter was staying with her. "I could tell the elderly woman had dementia. The daughter told me her mother has always had dogs. Shiloh came in and went up to the mother sitting in a chair and put her chin on the woman's knee. The mother's eyes seemed to light up and there was a very small smile. As the woman petted Shiloh's head and ears she was making sounds. The daughter said her mother hasn't tried to communicate in a long time. The daughter had tears of joy in her eyes."

(Part two on next page)

Wags for Hope (Part two)

During a visit with Bentley, Jamie was directed me to the room of a patient who had experienced loss in her family recently, had just gotten a bad diagnosis for herself and was often alone. "We walked into the room and before I could even ask if she wanted a visit, Bentley was trying to get to her. She took one look at him, started crying, and immediately started embracing him and crying into his fur. Neither of them moved for a good 10 minutes. Then she started talking to me and telling me how she has always loved dogs and how seeing him lifted her spirits. I will never forget that experience. He brought her great comfort. He knew she needed him."

Kristi Wood acknowledges that hospice work is incredibly challenging. During a recent visit with Sparkle, my Chihuahua, a lady said, "I know this will be the last time I see a dog." There are no words that can truly prepare you for a moment like that. All I could do was encourage her to pet Sparkle, offering her some comfort in that moment."

While Luke and Paul were in the main lobby waiting area, Luke made a beeline for a woman, putting his head in the woman's lap. Paul apologized, encouraging Luke to leave the woman alone, but Luke was headstrong in staying with this woman. Paul apologized to the woman once more, telling her he could not explain it. The woman said she could explain it, telling Paul that her sister, who is gravely ill, and who she was visiting, always had Golden Retrievers, and then asked Paul if he and Luke would be willing to visit her sister's room. Paul gladly accepted. When Luke and Paul entered the room, it was full of family members. The woman's sister greeted Luke, telling Paul about her golden retriever, between sobs. The room was filled with equal amounts of tears and laughter. Paul described the feeling as overwhelming but highly satisfying.

We are so thankful for these wonderful volunteers and their pets who provide a level of comfort we can only wish to achieve and make Frederick Health a more welcoming place.



Sparkle



Rico

More pet photos on following page.

Wags for Hope (Photos)



Shiloh and Larry Jones



Aspen and Yuri Dinh



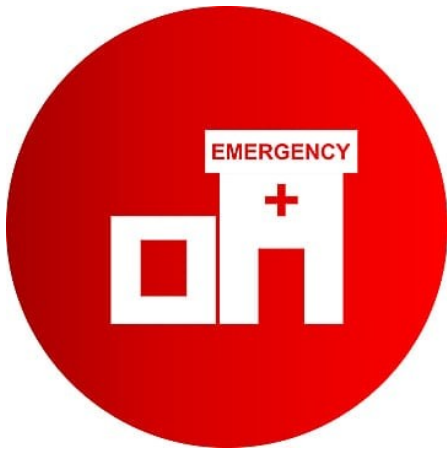
Luke and Paul Kelly



Bentley

Emergency Department Performance Metrics

Let's play Jeopardy. Hands on your buzzers. "What is the Frederick Health Hospital Emergency Department?" The answer is "When compared to other very high-volume hospital emergency departments in Maryland, which hospital emergency department has the second shortest time from patient arrival to the time the patient is admitted (or discharged). Yes, our emergency department at Frederick Health is consistently faster. This excellent performance, which improves the patient experience, did not happen by accident. Frederick Health sets internal goals that we consistently beat. Congratulations to all the professional staff and volunteers who helped make this happen.



Awards

The volunteer hour thresholds reached most recently are as follows

Frances Norwood	7,000 hours
Brenda Myers	5,000 hours
Brent Gross	2,000 hours
Barbara Linthicum	1,000 hours
Linda Harley	1,000 hours



Holiday door contest

Erin Betz

We are thrilled to announce that the Volunteer Office was awarded “Runner-Up” in this year’s Holiday Door Decorating Contest! The theme, “Gingerbread House,” was brought to life with the Auxiliary Board members as a highlight and many enjoyed the festive, whimsical display.



Gift Shop Flood Resolution

The gift shop flood situation has now been completely resolved. Property losses and damage have been calculated, and all insurance claims have been settled.



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Contact Us: Volunteer Office at 240-566-3567

Visit Us: 400 W. 7th Street, Frederick, MD, 21701

We appreciate your feedback, comments, and questions



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



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