



Spring 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

Our Auxiliary is growing. Since the beginning of the fiscal year on 1 July 2025, we have welcomed over 30 new members and added three services. We now support Frederick Health with staffing in the Intensive Care Unit, at Rose Hill Plaza, and the Comfort Cart, in addition to those that have been established for some time.

The Intensive Care Unit is likely the most up to date in Maryland, having opened in 2023. Volunteers assist visitors with access to the unit, communication with providers, and help the staff as requested.

At Rose Hill Plaza, volunteers assist patients who are checking in for blood work and other tests. The kiosks that are intended to be used for check-in can be confusing to the uninitiated, as many of us can attest. When things get busy, volunteers are invaluable in guiding patients to the various stations where they must go for their tests.

You may recall the recent announcement of the rollout of the Comfort Cart in the patient wings. Similar to the days when we circulated with the library cart, volunteers stock the cart with small items that patients can enjoy such as reading glasses, eye shades, stress balls, and the always appreciated back scratchers. The cart has been well received by the volunteers who enjoy the patient contact, and the patients are grateful.

On 1 May, the Auxiliary will present scholarships to four high school seniors who plan to major in health-related fields. The presentation will take place at 6:00 pm in the classroom on the second floor of the hospital.

The annual picnic will be held on 8 May at Monocacy Village Park, the same location as in past years. The Recruitment and Appreciation Committee asks that members bring a dish to share with others.

The annual meeting is at 12:00pm on June 26th at Ceresville Mansion. Frederick Health sponsors a luncheon in appreciation for the many contributions of the Auxiliary. Active members are invited. Space is limited, so all are encouraged to be looking for the announcement of the sign-up in late May or early June.

I have heard a number of our members ask questions about the letter they received from Frederick Health concerning the recent ransomware attack. The letter informs you that your personal information may have been compromised and gives you alternatives if you feel that you need protection from the risk of identity theft. Initially the administration set out to identify those whose files may have been involved, but the decision was made that the safest thing to do would be to notify everyone whose personal information is in the system and to offer the services outlined in the letter at the expense of Frederick Health. Whether or not you choose to avail yourself of the offer is a personal decision.

President's Letter

Thomas A Kleinhanzl



Dear Friends,

I hope this letter finds you well and in good spirits. I want to take a moment to express my deepest gratitude for the incredible work each of you does in supporting Frederick Health. The time, dedication, and care you give are vital to our mission.

I know that this year has had its challenges, not least of which was the recent cyber event that affected our systems. We recently sent out notification letters to individuals that may have been impacted by the breach, a major milestone in our recovery and communication efforts. As such, you may see an increase in visitor, patient, and employee questions about the cyber event. However, I am incredibly proud of how our entire team—volunteers, staff, and leaders alike—came together to address the situation swiftly and efficiently. Your continued support during that time was invaluable, and it's a testament to the strength of our community here at Frederick Health. Thank you for standing with us, and for your unwavering commitment to our patients and their families.

There's also much to celebrate. Frederick Health has earned its second Magnet designation for nursing excellence! This prestigious recognition speaks volumes about the caliber of our nursing staff and their commitment to providing exceptional care. As a part of our Auxiliary, you help create an environment where nursing excellence can thrive, and I am so grateful for your support in making this possible.

I'm also thrilled to share that we have been honored with several accolades that reflect the outstanding work being accomplished every day here at Frederick Health. We were recognized by the American Heart Association with prestigious national awards for our efforts in providing lifesaving cardiovascular and stroke care. I couldn't be prouder of the incredible work performed by our team.

Lastly, we will celebrate Healthcare Week from May 11th through the 17th — a week dedicated to honoring all our healthcare professionals. Healthcare Week is full of recognition and joy, and I want to thank each of you for your participation and enthusiasm. Your engagement in these celebrations helps us truly appreciate the meaning behind every effort, every shift, and every moment spent making a difference in the lives of others. Please keep an eye out for schedules and updates that will be posted on the Frederick Health Connect intranet.

Your passion and generosity create a strong foundation for Frederick Health, and we couldn't do what we do without you. Thank you for all you do to support our patients, our staff, and our community. I look forward to the many more successes we'll share in 2025.

Kind regards,

President & CEO
Frederick Health

Director of Volunteer Services Message

Erin Betz

Each April, we pause to celebrate the heart and soul of Frederick Health – our volunteers. National Volunteer Appreciation week April 21 through the 25th, is our opportunity to recognize individuals who give their time, talents, and compassion in service to others. Your dedication strengthens our mission and enhances the wellbeing of every individual in our community.

As we move through 2025, it's clear the Frederick Health Auxiliary is not just thriving – it's growing in numbers, impact, and innovation. This year began with a strong momentum! We've welcomed a growing number of new volunteers into our ranks – individuals of all ages and backgrounds who bring fresh energy and ideas. We've also expanded into new service areas, allowing volunteers to be involved in more meaningful ways. The Comfort Cart and the OR are the latest additions to the service areas we have more in in the works!

None of this would be possible without your unwavering commitment. Each hour you contribute, each smile you share, each moment you offer your support – it all adds up to something extraordinary! The entire Frederick Health team is deeply grateful for your service and the positive impact you make every day. Here's to continued growth, connection, and service in the year ahead.

Please Welcome Our New Auxiliary Members:

Astrid Alvarez de La Cruz, ED	Gillian Howe, OR
Dennis Arneson, Wings	Mary Irvin, Rose Hill
Mariam Barak, Information Desk	Laurie Lewis, Select Seconds
Connie Barnes, Wags For Hope	Sandy Maddox, ICU
Marilyn Bishop, Comfort Cart	Marlyn Muren, Stockman Reception
Dan Conrad, Comfort Cart	Joanie Poddio, Stockman
Natalie Daigle, ED	Lucas Stauffer, ED
Gregg Davis, Wings	Kimberly Teunis, Comfort Cart
Kara Feidelseit, Wings	Kelley Watt, ICU
Brenda Hargrove, Comfort Cart	Kathy Witman, Gift Shop
Mya Hopper, ED	

Recruitment and Appreciation

Catherine Deadrick

Auxiliary Picnic — Thursday, May 8 at 5 pm

Monocacy Village Park

409 Delaware Road, Frederick, MD 21701

Auxiliary Fashion Show— Monday, September 22



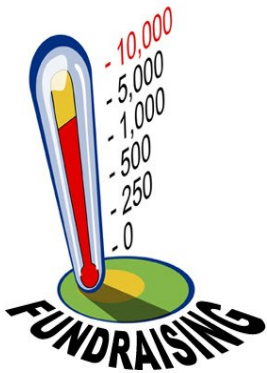
Auxiliary Lunch Bunch—Location TBA

Tuesday, June 17

Monday, August 18

Monday, November 24

All About Fundraising Joe Collins, Fundraising Chair



Spring is here and that means a new wardrobe, new accessories and new toys. What better way to satisfy those shopping urges than to shop at the exciting upcoming Auxiliary vendor sales.

We kickoff our exciting Spring schedule of vendor sales with the very popular MMG Gifts sale and their wide variety of reasonably priced merchandise advertised as “Fabulous Finds for the Family”. The sale will be four (4) days with two (2) days in the beautiful Atrium at the Village and two (2) days in the rear of the hospital cafeteria. In May we will welcome a new vendor Twenty Treasures from Western Maryland. They offer a unique display of handcrafted, one of a kind natural gem beaded jewelry. The two (2) day show will have one (1) day in the Atrium at the Village and one (1) day in the rear of the hospital cafeteria. We will conclude the Spring season with Silver Events and their offering of sterling silver, cubic zirconia and stainless-steel jewelry. It will be a two (2) day sale with one (1) day in the Atrium at the Village and one (1) day in the hospital cafeteria. All three (3) sales will offer payroll deduction for the hospital staff.

Vendor sales are very popular with the hospital staff and provide them with the opportunity to purchase a wide variety of quality and reasonably priced merchandise without leaving the workplace. It also provides a source of funds for the Auxiliary and a unique opportunity for Volunteers to interact with the hospital staff. Vendor sales offer payroll deduction to the staff which requires volunteers to operate the Quick Charge System for processing staff purchases. Volunteer shifts range from 2 to 3 hours each, so if you have a few spare hours and would like to become a member of our dedicated fundraising team welcome aboard. It also provides an opportunity to interact with our great hospital staff and gives you a first crack at purchasing some of the quality merchandise offered by our vendors.

As always, a big thank you to the dedicated members of the fundraising team who help spread the energy and goodwill of our Auxiliary volunteers.

Volunteer Spotlight

If you are visiting Federick Health Hospital and hear a noise that is reminiscent of Jacob Marley’s rattling chains from a Christmas Carol, there is no need for worry. It is likely the bangle of the numerous hourly achievement awards affixed to the front of Anthony Paolini’s green volunteer vest as he operates in his role as a wings volunteer.

A steady presence since joining the Auxiliary in 2014, Anthony has amassed the incredible total of 4,935 volunteer hours. In what could be considered the equivalent of nominating a player for the baseball Hall of Fame in Cooperstown, New York, Anthony received the Lifetime Achievement award, signed by the President of the United States. Anthony was joined by his family to receive the award at the March 18, 2025, Auxiliary board meeting. Please join us in congratulating Anthony on this well-deserved award



Select Seconds Shines on the Runway _____ Erin Betz

Spring was in full bloom on Sunday, March 23rd as WISH (Women Inspiring Supporting & Helping) hosted a High Tea and Fashion Show at the Delaplaine Arts Center in downtown Frederick – and Select Seconds was in the spotlight! Of the 15 models from various organizations, Frederick Health and the Auxiliary was represented by myself, Pat Weimert, and Wendy Mopsik. Each outfit showcased unique, stylish, and affordable finds that Select Seconds is known for – a true testament to how fashion and philanthropy go hand-in-hand!

Adding a touch of sparkle, Nelson Coleman Jewelers generously provided the perfect accessories for each model, lending a bit of bling that truly elevated each outfit. And the best part? Proceeds from the sale of both clothing and jewelry during the event went right back to support Select Seconds, directly benefiting Frederick Health!

Guests were treated to a charming high tea, complete with light fare, specially blended teas, and other refreshments. It was an afternoon filled with laughter, style, and community spirit.



Membership _____ Kathy Soria

Dear Auxiliary member,

Happy Spring!! Here's wishing you a wonderful spring and a very early reminder. Auxiliary membership dues, \$10, will be due June 30, 2025. The membership dues will be for the 2025-2026 calendar year. You will receive a membership invoice, by email, sometime in the middle of May. Invoices will not be mailed to you. Invoices will also be available in the volunteer sign in room, as well as another reminder. Thanks so much!

Who's Who

Hongwei Xu

Before joining the Frederick Health Auxiliary, Elizabeth "Liz" Brady was an elementary school Reading Specialist at Frederick County Public Schools working with students in kindergarten through 5th grade. Having a background in education, Liz started as a library volunteer taking books and magazines around to the patients. During her 30+ years with the Auxiliary, Liz has worked at five different areas/jobs, first Library Cart, and then First Grade Tours,



and then Orientation for New Volunteers, Information Desk, and now the Cancer Center. Liz loves the variety and responsibilities that each present. In all her positions at the hospital, Liz enjoys the interactions that she has with the staff, patients, and visitors who are greatly appreciative of the work volunteers do at the hospital.

Volunteering at the hospital has given Liz a sense of accomplishment and a purpose for life. She stated, "My volunteer work gives me so much joy and thankfulness." A selfless and dedicated volunteer, Liz is always looking for ways to extend her hand to someone in need. Besides volunteering at the hospital, Liz also vol-

unteers at Citizens Nursing Home, Homewood at Frederick, the Literacy Council, the Salvation Army Auxiliary, the Frederick Lions, and her church doing the Homebound Outreach that reinforces her passion for helping and encouraging seniors.

Liz's work is not limited to volunteering at the organizations listed above. She is also a strong advocate for seniors and families in the community. Impressed by charitable organizations that help families and seniors in need, Liz has made monetary contributions to organizations such as Partners in Care, Frederick Rescue Mission, Frederick Salvation Army, Beyond Shelter, Second Chances Garage, Literacy Council of Frederick County, Habitat for Humanity of Frederick County, and Mission of Mercy.

Having served more than 4,000 volunteer hours combined from all the organizations that she works for, Liz is well qualified for the President's Lifetime Achievement Volunteer Service Award which is given to those whose service positively impacts the community. Liz's favorite quote is "Do unto others as you would have them do unto you." We are blessed to have Liz as our Auxiliary volunteer.

The Nominating committee proposes the following slate of nominees for the Frederick Health Auxiliary offices for the period of July 1, 2025, through June 30, 2027. This will be voted on at the Annual Auxiliary meeting on June 26, 2025. Nominations may be made from the floor at the annual Auxiliary meeting, however, the written consent of a proposed nominee, who must be an active member, must be received 30 days prior to the annual Auxiliary Meeting.

The proposed slate of nominees are:

Membership Secretary: Diedre Lewis-Boswell

Recording Secretary: Margie Shattuck

Communications Secretary: Marylee Newman

All nominees are active members of the Frederick Health Auxiliary

Select Seconds _____ Pam Schaffert (Co-Manager)

Our store has been restocked with fresh merchandise for spring and summer! Stop by to take advantage of some great buys at a fraction of retail prices and see our beautiful displays. In addition to clothing and accessory items for the whole family, we carry seasonal, vintage, collectible, houseware, and home décor items and everything in between. Currently, we are featuring prom and party dresses, scarves, evening bags, shoes, and jewelry; everything you need for that next big occasion.

KUDOS! A big thanks to our volunteers who prepared for, worked the day of, and restocked and cleaned the store after our most recently bag sale held in March. We could not have done it without the help and dedication of our volunteers!

NEEDS: Our greatest need are new volunteers to work at the shop. Word of mouth can work wonders—most of our volunteers were recruited that way. Please consider being a part of our team, and also mention volunteering at Select Seconds to your neighbors, friends, and family members.

STORE HOURS: Mon-Fri 10am-4pm and Sat 11am-4pm; we are also open on First Saturdays until 8pm.

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



From top left to right—Bert Fiske, Mary Smith. From bottom left to right—Cathy Hunter, Terri Hawkins.

Scrap Sewing Projects

Barbara Shealer



Using leftover fabric from larger sewing projects, two of the Auxiliary Sewers, Trevilla Foster and Elsie Warnock, have been creatively making other useful items for the patients. They have been busy ironing, cutting and sewing “Heart Monitor Pouches” for the Cardiac Rehab Unit. The pouches, with torso and neck straps, comfortably hold a medical monitor device for the patients. It allows the patient to freely move around while completing their Rehab activities and the pouches allow the Rehab healthcare provider to collect more

accurate data from the secured monitor.

Another project they have created is “Sleep Masks”. Sleep masks block out artificial light that can disrupt a patient’s sleep cycle, helping them fall asleep faster, sleep more deeply and have decreased wakefulness.

Our brains are hard-wired into associating darkness with sleep, and the absence of light provided by the mask can increase the patients REM sleep which can make the patient feel more relaxed and energized in the morning. **Recycle** any fabric scraps or unused yards of fabric you may have to the Sewing Auxiliary by dropping it off at the Hospital Auxiliary Office. The sewing ladies are always looking for fabric donations and they are happy to upcycle any fabric into new or current items; like walker bags, busy aprons, neck and surgical pillows.



Volunteer Focus

When one considers the volunteer hours Philip Smith has given to Frederick Health Hospital, one must contemplate words like unparalleled, paramount, and foremost. How about astounding? Philip Smith has reached 23,000 volunteer hours at Frederick Health Hospital. Those who know Philip can always count on a smile and a friendly conversation. But there is much more than that to this welcome figure.



Born in Syracuse, New York, Philip moved to Hagerstown at age three as the result of his father’s job. Philip’s fathers’ job as a photographer for the Frederick News Post and for an organization in Washington D.C. afforded Philip some amazing opportunities, such as the time Philip saw President Lyndon Johnson in a parade. Philip’s love of sports resulted in him meeting the legendary manager of the Orioles, Earl Weaver, a baseball Hall of Fame inductee, and Lefty Driesell, famed coach of the Maryland Terrapins basketball team, and member of the college basketball Hall of Fame. It should then not come as a surprise that Philip is a big sports fan. Although he used to attend games, he no longer enjoys this due to the occurrence of fans jumping up and down and standing for extended periods.

Philip worked at F & M Bank in Frederick, retiring in 2003. Following the advice of an acquaintance, he began volunteering at Frederick Memorial Hospital in 2006. He first volunteered in pre-admission screening, followed by assignments in the print shop and the mail room. Philip has seen many changes at the hospital, and he can point to areas of the hospital that are new and how the facility was previously configured. Philip said he continues to volunteer because he likes to interact with and help people.

Ransomware Cyberattack

As we, our visitors, patients, and the newspaper reading community are aware, Frederick Health Hospital was the victim of a ransomware cyberattack on January 27, 2025. The response from the hospital was immediate, and to safeguard systems and data, IT took servers off-line. While the IT department worked 24/7 to bring the systems back online, the volunteers and hospital staff prioritized patient care.

Volunteers and staff often had to find workarounds because the systems that provided real-time data were temporarily unavailable. For example, the same-day surgery volunteers did not have access to status of patient surgeries, meaning volunteers had to telephone the pre-op and recovery functions once the phones were back online which they initially were not. Temporary spreadsheets to record the identity and contact information for the person accompanying the surgical patient were created by the volunteers because the printed surgical schedules normally available were not available.

For volunteers working at the info desk, the real-time database of patients in the Passage point system was not available. The info desk staff worked from a static list of patients printed each morning, meaning status changes (such as room number, discharge, or admittance) occurring after the morning printout were not observable. Volunteers also depended upon visitors to identify the room number of patients. Since the Passage point system, in which the visitor identity is routinely recorded, was not operational, visitor names along with the related patient name and room number were recorded on hard copy paper spreadsheets.

In addition to the workarounds practiced by the same-day surgery and info desk volunteers, others in the auxiliary volunteered to support staff when requested. As it turned out, most of the departments that initially requested volunteer support decided the staff could manage things on their own.

Our volunteers and staff made the best of a less-than-ideal situation, and we are all relieved most systems that we have become so dependent on are operational.



The volunteer hour thresholds reached most recently (for March) are as follows

- Philip M Smith. 23,000 hours
- Theresa L Strasberg. 1,000 hours
- Nancy C Davis. 1,000 hours



Frederick Health Auxiliary
400 West Seventh Street
Frederick, MD 21701

Newsletter Staff—Winter 2025 Edition

Chair: Mary Beth Clark

Editor & Graphics: Brent Gross, Hongwei Xu

Proofreaders: Erin Betz, Mary Beth Clark, Sharen Neale, Denise Zigler

Other contributors: Erin Betz, Joseph Collins, Tom Kleinhanzl, Ellen Noland, Pam Schaffert, Philip Smith, Donna Tisdale, John Tisdale, and Hongwei Xu

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/>



<https://www.facebook.com/FrederickHealthAuxiliary>