

April 21, 2021

To Our York Hospital Volunteers,

Although I haven't been at York Hospital for very long, all of you have made quite an impression. In celebration of Volunteer Appreciation Week, I'm thankful for the opportunity to share some thoughts – and gratitude you so richly deserve.

Even before joining as CEO, it was clear to me the volunteers at York Hospital were well-renowned, with reputations that precede them. It's now very easy to see why. You are all, *each of you*, indispensable to the good work of York Hospital. Every arrival at the Hancock entrance, the vaccine clinic or our community sites, places all who enter, in the capable hands of a volunteer screener – one who understands the importance of the safety of our patients and caregivers; and equally important, that all are welcomed with a comforting smile, or quick story and clear instructions. Our greeters are happy to take the lead for all patients who appreciate “GPS with a heart,” and the company of a friend as they travel to their destination. I've also discovered other volunteers who prefer to assist behind the scenes; you are the ones working with our finance and billing teams highlighting spreadsheets and posting payments, or in the medical records office, scanning, indexing and organizing paperwork. Not to be overlooked are the volunteers who don't let York Hospital's physical boundaries limit them from spreading light out in the community; we'll find you boxing and delivering meals, along with kind words to those in need of all types of nourishment. Or, we may even find you in your favorite chair at home, knitting tiny hats destined to welcome and warm the newest members of our community.

I appreciate the breadth of our volunteer team; some are students making time for us between part-time jobs, homework and sports, while many donate precious time in retirement, following decades of long days and fulfilling employment. You all have many options as you greet each morning; all of our York Hospital caregivers, understand this. We appreciate that you choose us, York Hospital, to share your time, experience. . . and kindness.

Your committed service, and partnership to both the York Hospital family and all in our community is unmatched. . . and cherished. Thank you again for all you do.

With gratitude,

PAT

Patrick A. Taylor, MD
President & CEO





Our Materials volunteers go above and beyond their called upon duty each and every shift they've signed up for...each and every one of them! CHRIS, DON, TOM, KEVIN, JAY and JOE – you all work especially hard delivering much needed and ordered supplies to all areas associated with our organization, and assisting in our department's operations. You expend much energy and put on many miles in accomplishing your mission. Without you, during Covid, we found it difficult to finish our work in as timely a manner as we see now with you back. Huge thanks, much friendship, and a lot of love with all concerned. Thank you.

**Tom Smeltzer
Materials Management**



The leadership team of Care Access and Transportation are extremely happy to have our volunteers back supporting our patients. Their presence, dedication and positive attitude makes a huge difference in our patients experience and the support of our dedicated employees. Thanks.

Patrick D Rowland
Director Patient Care Access



Hi, we have many volunteers in our departments who have been recognized by the direct report. I would like to generally say that it amazes me how volunteers are willing to spend their personal time to assist us at York Hospital. Their generous gift of talent and time is greatly appreciated!!

Linda Dickson
Finance



Thank you JENNIFER! Your time spent volunteering in our office is very much appreciated. In addition to all of your skills and knowledge, your personality was a ray of sunshine in the office!

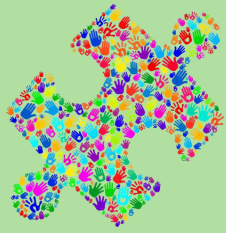
Susan

Medical Records Transcription



How truly blessed and lucky we are to be surrounded by such giving and kind individuals. Thank you to ALL our incredible VOLUNTEERS!!!!

Mary Leisentrutt, BS, RPh



Thank you to our wonderful volunteers from Dining & Nutrition and Housekeeping for all that you do!

Jorge Descart
Dining & Nutrition and Housekeeping



LAWREN, we hope you had a Happy Birthday! Thank you from the Housekeeping team.



Our meal delivery drivers never missed a beat from the start of the pandemic to now. A big thank you to: NEAL, JOANNE, RUTH, DAVID, ALEXIS, CHRIS, BERNIE, JIM, TOM, DONNA, KEVIN, LAURIE, DOMINICK.
Welcome back to HOWARD.



BETSY, we are so thankful to have you in Dining and Housekeeping. Thanks!

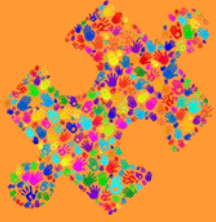


We are excited to see our Patient Tray Delivery Volunteers returning. Thank you to SHEILA, DAVID and ANN. We look forward to others returning soon!



DONNA is our most devoted volunteer at South Berwick Physical Therapy. She comes in ready to work and doesn't leave until the job is completely finished. Donna scans all of our discharge charts and progress notes. It is a never-ending job and she does it with efficiency and speed. We are truly grateful to Donna for all her hard work and dedication. Thank you Donna! We appreciate you!

**Deb Smith
South Berwick Physical Therapy**



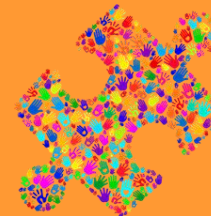
What can we say about JAN and DEBBIE...well let's start with them being **FABULOUS LADIES!**



JAN has been volunteering in Caregiver Experiences for several years now and she is such a blessing to our team. She comes in every week like a rocket and goes right to her computer/desk area and gets started with anything we have left for her. She is super organized and very energetic. She makes our jobs easier by taking care of our scanning and filing so we can focus more time on caring for our caregivers.



DEBBIE joined us just not long before COVID hit and she continued to come in each week to help out in Employee Health. She keeps Meg's filing in check so that Meg can more easily respond to caregiver inquiries.



Thank you Jan and Debbie!
The Caregiver Experiences Team

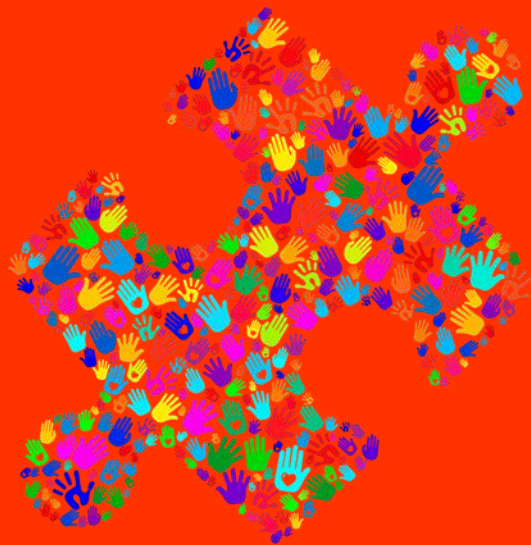


To all of our volunteers –
It is wonderful to have you back! We've missed you!
Thank you!

Mindy Aumann
ED Registration and Care Access Reception

We appreciate our Patient Screener Volunteers tremendously. You help to keep our patients and caregivers safe from Wells to York to Sanford. Thank you for your dedication - DIANE, PAT, DONNA, MAUREEN, MATTHEW, BILL, JOE AND TOM.

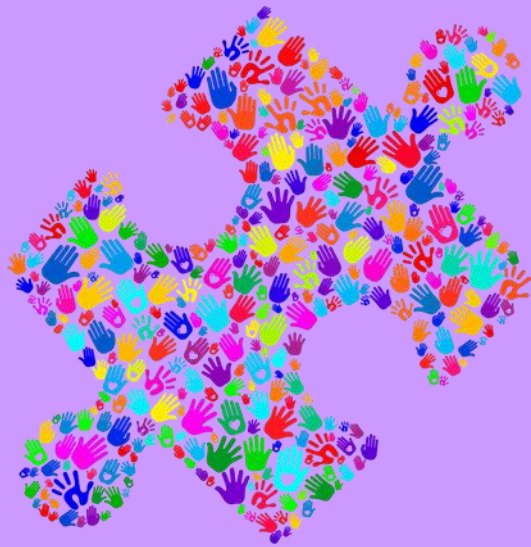
Oncology volunteers are the best. Thank you for your commitment to our patients. ROSEMARY, DAVIS AND MARY - we love having you around!



KAREN has been volunteering in Neurology for many years. We all look forward to Karen coming in on Tuesdays. She is an important part of our team. She always comes in with a positive attitude and is willing to tackle any task that we ask her to do. She has been a wonderful asset to Neurology and we hope she will continue to come for many years to come.

LENNY is a retired pharmacist and had a desire to give back to his community. We were very lucky to have him assigned to our office. **LENNY** is of invaluable service in helping us maintain our ADA recognized program data base. This is a tremendous amount of work. Maintaining this database is a requirement to continue to have recognition for our program. His time each week saves me many hours, and allows me to enter clinical information. We have appreciated him so much, not only as a huge support for our program, but also as just a great person. We always look forward to seeing him each week. He is a bright light and he is very much appreciated by all of us.

Thank you both! Lisa Brosnan

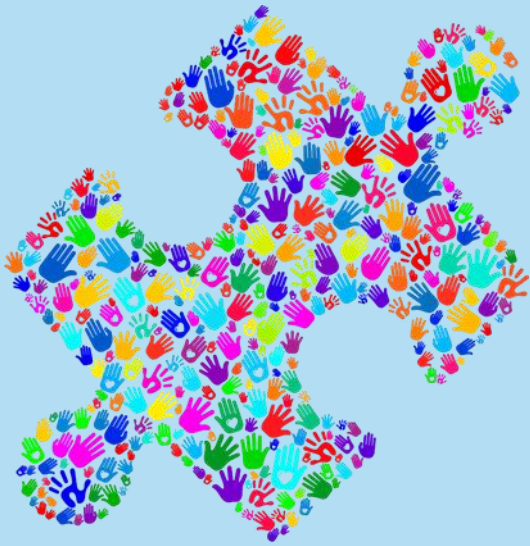


YH PT at Long Sands are blessed with the presence of PEG and ROBERT. PEG has a fun and kind demeanor and we enjoy distracting her from her tasks with entertaining banter about her puppy, her son, and her trips to St. John. ROBERT is a calm, friendly soul whom we enjoy peeling off the layers of his shyness. We would be lost without each of you! Thank you so very much for showing up and being part of our team, Peg and Robert!

**Erin Gingras, MSPT
Outpatient Rehab Services Quality Coordinator**

DONNA is our most devoted volunteer at South Berwick Physical Therapy. She comes in ready to work and doesn't leave until the job is completely finished. Donna scans all of our discharge charts and progress notes. It is a never-ending job and she does it with efficiency and speed. We are truly grateful to Donna for all her hard work and dedication. Thank you Donna! We appreciate you!

**Deb Smith
South Berwick Physical Therapy**



To our Wells volunteers PAM, ED, MARILYN, BILL, JANE, FRANK, DEBBIE, CAROL, TOM, PENNY, KATHERINE and HELENE, we are grateful for what you give to York Hospital as we cannot do our jobs without you! Thank you!

Staff at York Hospital in Wells

To HELENE..who volunteers every week for physical therapy in Wells. I adore Helene and love working with her. She brightens everyone's day and is always willing to help out where ever she is needed.

Jennifer Tate

Here is a shout out to our volunteer, TOM who screens for us in the Sanford Walkin on Sunday afternoons. Tom does an amazing job! He is kind, thoughtful and a wonderful communicator. The patients love Tom but the Sunday staff loves him even more. He is so pleasant, and we enjoy seeing his great personality every Sunday. Thank you Tom, you are so appreciated!

Laura Fraser
Sanford PSR

Thank you to BETSY who has done an amazing job with our robes in Breast Care. We miss you!

Thank you RITA, CYNTHIA and OLIVIA for your volunteerism in Breast Care! It is much appreciated!



Amanda Demetri Lewis, DO
Breast Care

We love our volunteers who help with scanning and indexing. Thank you for helping us, MARGE and DONNA.

Medical Records



HALYA's dedication to Provider Enrollment through this difficult time has been AMAZING! So many thanks for her contribution, collaboration, willingness and above all humor in spite of it all. Halya is definitely a special gem!

**Suzanne Holliday
Provider Enrollment**



MELISSA is the kindest and sweetest volunteer around. She is always willing to do whatever needs to get done. Thank you, Melissa!

Financial Office



We would like to thank ANITA for the time she provides us weekly. She is always willing to do whatever needs to be done with a smile. We can count on her!!!

From the Accounting Dept.



Welcome back ANN NORWOOD and thank you for helping us at the Concierge for Imaging and the Lab. We are so happy to see your face and we look forward to more volunteers returning!

Concierge for Imaging & Lab

Volunteer ELINOR—amazing is the word...one of a kind beautiful human being...so very fortunate to have her working side by side in FAP Offices nearly—yikes—5 years!! No task too big, no task too small...she is a wizard who “gets it done.” So happy to know and work with this lovely lady who has been instrumental in helping in every aspect of the Financial Assistance Program/Self Pay Office—truly she deserves her own puzzle—because to us, she is so much more than a “piece” of the Big Picture!!

Susan A Thompson
Patient Finance Consultant



We know you have heard this many times but we can't stop telling you -- thank you Vaccine Clinic Volunteers. We could not be running a smooth, efficient and fun Clinic without you! Your numbers are too grand to list your names but you know who you are. Thank you!

Heather and Kate

Our patients are eagerly waiting the return of our Reiki volunteers. Thank you **LYNETTE, PEGGY and MONICA** for offering such a great service to our patients.

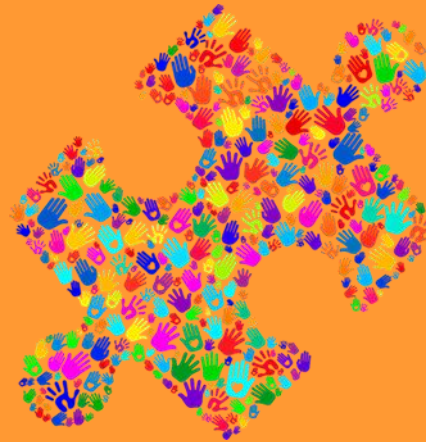
Wellness Services

Thank you **CARMELA** for your time and commitment to the Surgical Center. We can't wait for all Surgical Center volunteers to return!

We are excited to welcome back our Front Concierge Team. You have been in and out over the past year and we are happy to have most of you back! Thank you for helping our patients get to where they need to go, for wiping down our waiting areas and making deliveries. Special thanks to LINDA, ROSE, JUNE, RUSS, JUDITH, BARBARA, BETTY, ELLIE, JEAN, CONNIE, ALICE, RICHARD, MARIE AND JOHN.



Shelly and Marie
Front Concierge



There is so much we could say about ANNE but we will keep it brief. Anne is amazing and very reliable. We love her personality and she does a tough job with a great big smile! Thank you, Anne!

Cardiology



Our little community Bridges Program more than doubled in size and has been going strong through the pandemic. Volunteers are helping patients in their homes with groceries, transportation, meal delivery, friendly calls and more. Our Bridges Volunteers are a dedicated and special group of volunteers.

CATHERINE
DAVID
LYNN
BARBARA
BILL
CODY
DONNA
LORRAINE
GEORGE
MARTINE
MARSHA,,

ANDREJ
ROBIN
ELYSE & CELIA
KIP
STEPHEN
ELLEN
PAUL
GAIL
KARLA
HUGUETTE
CHRISTINE

RON
JILL
NEAL
RICH
JUDY
DEBORAH
SHARON
SUSAN
VALERIE
BRIAN
BRIANNA



We miss our Pet Therapy Teams and look forward to visits resuming with TINA, JUNO and maybe Juno's brother, FORREST! as well as MIKE and BUCKLEY. It looks like we might even add a new team with KATHLEEN and her furry companion.

We miss our Patient Rounders and can't wait for your return! Thank you BARRY, BEV, DIANE, BETTE, LINDA and NANCY!

The Activity Cart is starting to buzz again on the Med/Surg Floor. Thank you MARY and new volunteer MAYA for getting it going again.

A big shout out to those who help out in the Volunteer Office - BARBARA, DIANE, LINDA, LISA, LYNN AND JACKIE. You make it even more fun to come to work. Thank you for all the little (and big!) things you do!

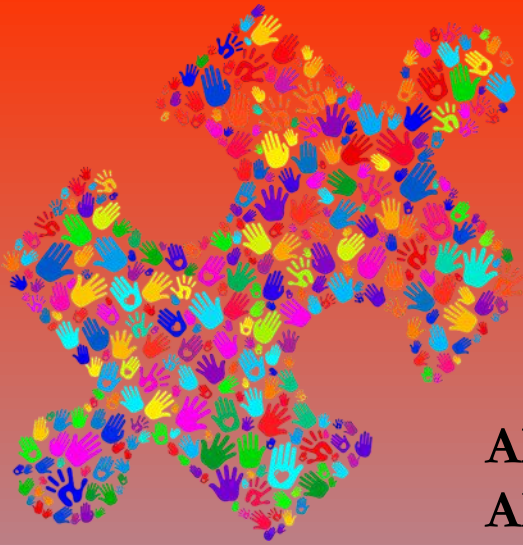
Kate Ford
Volunteer and Student Experiences



We look forward to the day when our Spiritual Care Team is back at the hospital doing what they love to do. We miss seeing you – DONNA, MIKE, SUZANNE, ELLEN, RICK, DIANE, DARRAH, ART, DAVID AND MARY-ANNE!

Thank you to our Patient Advisory Committee - CARMELLA, LINDA, WENDY, JOHN, VIRGINIA, DAVID, KATHLEEN, ANDY, SUZI, MARY GAIL and DIANE. We appreciate your commitment to the patient experience!

We cannot thank our devoted KNITTERS enough for all the precious hats, blankets, quilts, breast pillows and prayer shawls. Thank you! Thank you!



We welcome volunteers to return when they are ready!

ALICE
AMELIA
AVRIL
BILL
BRIAN
CARL
DAN
DEANNE
DEBBY
DENNIS
DON
DOROTHY

EVIE
FRANK
GLENDA
JACK
JANET
JEAN
JEFF
JIMMY
JOAN
JUDY
JULIA H.
JULIA S.

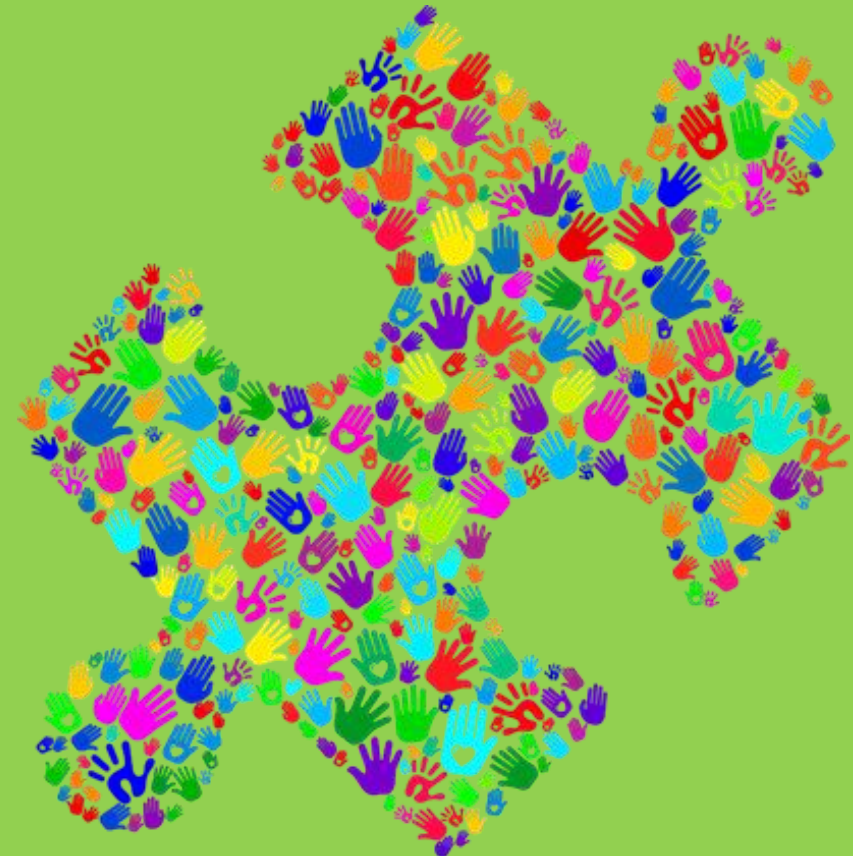
LIBBY
LIL
LORRAINE
LYNN
MADDIE
MARGARET
MARY
NICOLE
PAT
PAUL
PAULA
PEGGY

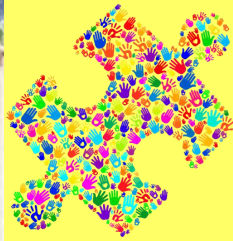
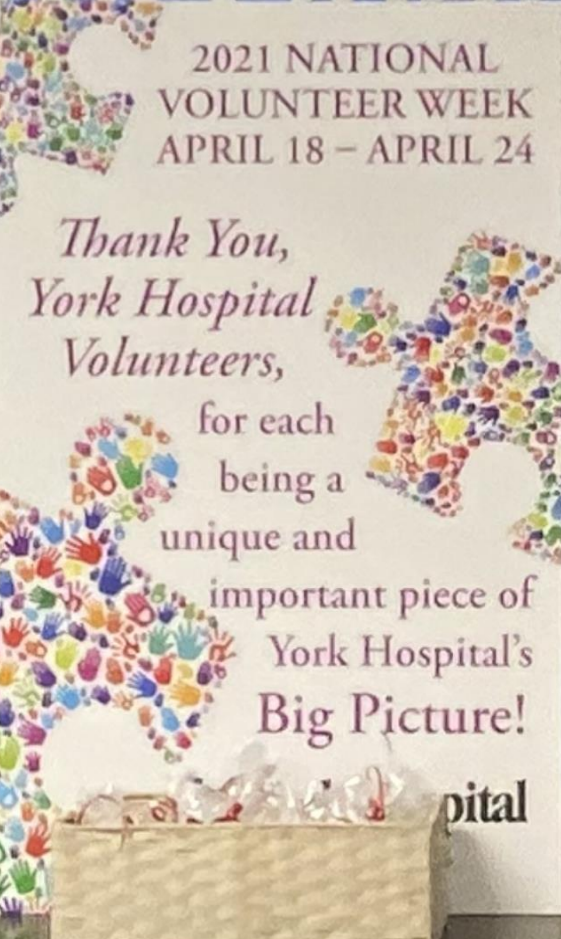
RALPH
RAY
RENEE
ROSEMARIE
SANDRA
SANDY
SEAN
SUE L.
SUE P.
SUSANNE
WENDY



Thank you to our group of high school students - Brodi, Jillian, Bradley and Lilly. Thank you for everything you do for us! We love having you on our team!

Community Relations





The Volunteer Office would like to thank ALL YORK HOSPITAL VOLUNTEERS at the hospital, community sites and the Vaccine Clinic. You are truly valued and we are so happy you are part of the York Hospital family.

Kate Ford

Volunteer and Student Experiences

