

# Volunteer Voice



Gulfside Healthcare Services

Hospice | Palliative Care | Home Health

May 2024

## Welcome

By: JoAnn Bross, Director of Social Work and Volunteer Services



Welcome to the first edition of Volunteer Voices, our brand-new quarterly newsletter dedicated to all things volunteer related. In this initial issue, we have some exciting news to share, namely the results of the recent volunteer survey and a recap of the Volunteer Appreciation Luncheon complete with pictures.

Future editions of Volunteer Voices will serve as a hub for volunteer news, updates, and stories. Each month, we will feature volunteer spotlights, share tips and resources, and keep you informed about upcoming events and opportunities. We will also use this platform to celebrate the incredible work our volunteers do and highlight the impact you are making.

It is our mission to create a space where everyone feels valued and empowered to make a difference. Whether you are a long-time volunteer or just getting started, we are here to support you on this journey to make our volunteer program and your experience even better. Through this Newsletter as well as our monthly e-mails, we will keep you up to date on all news and program initiatives!

Thank you for being part of our volunteer community. We are excited to embark on this journey with you and cannot wait to see all the great things we will achieve. Together, let us build something amazing!

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## DATES TO REMEMBER:

June 2: National Cancer  
Survivors Day

June 13: National Random  
Acts of Kindness Day

June 14: Flag Day

June 14: U.S. Army's Birthday

June 16: Father's Day

June 20: Summer Solstice

July 4: Independence Day

July 17: National Hot Dog Day

July 30: International Day of  
Friendship

August 4: National Chocolate  
Chip Cookie Day

August 9: National Book  
Loves day

# Meet The Volunteer Department

## JoAnn Bross, Director of Social Work and Volunteer Services

JoAnn Bross is currently the Director of Social and Volunteer Services and started at GHS in June of 2021. She is a Licensed Clinical Social Worker and has been awarded Advanced Certification in Hospice and Palliative Care in Social Work from the National Association of Social Workers. JoAnn holds a master's degree in social work and has worked as a Psychiatric Social Worker, a School Social Worker and has been in private practice. She has spent the last 20 years of her career in the Hospice/Palliative Care arena. Joann hopes to continue to educate and mentor staff and volunteers while supporting the agency in the provision of high-quality support and services to patients and their families.



## Beth Atkinson, Bereavement / Volunteer Services Administrative Assistant

Beth has been working in hospice, bereavement, and volunteer departments for almost 15 years. She came to Gulfside last fall. Beth finds it rewarding to help those people who are grieving and to help others give back. Beth is a dog lover who enjoys swimming, reading, travelling, and spending time with family.



## Donna Ramos, Volunteer Onboarding/Training Specialist

Donna came to Gulfside about a year and a half ago on the recommendation of a friend who also worked here. She brings a wealth of knowledge and skills in office administration to her role at Gulfside. Donna enjoys boating, beaching, traveling, and gardening.



## Maritza Amaro, Volunteer Coordinator

Maritza holds a bachelor's degree in Secretarial Sciences and has many years of experience working as a coordinator. Her journey has included roles as a Case Manager and Mediation Coordinator. Maritza's passion for assisting people is evident every day.



## Sheri Florizone, Volunteer Recruiter

Sheri is the newest member of the Volunteer Department. Although she is new to the field of healthcare, Sheri has a strong background in volunteer management and nonprofit administration. Sheri has recently moved here from Canada with her husband; she's hoping to survive her first Florida summer!



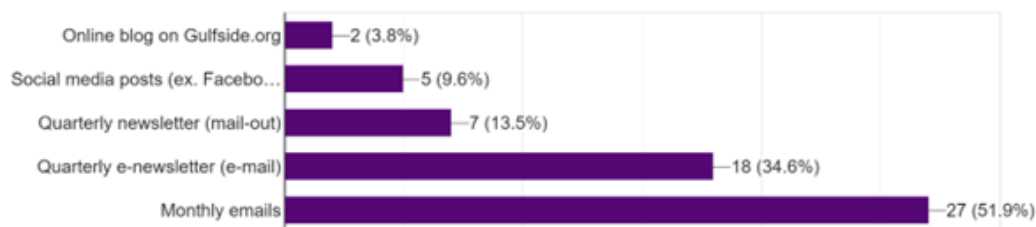
# Volunteer Survey Summary

By: Sheri Florizone, Volunteer Recruiter

The Volunteer Department would like to thank everyone who responded to the survey that was sent out in April. We had a 60% response rate, which is excellent! Thank you to everyone who responded. Your answers provided valuable insight to help us improve the volunteer experience. The most important feedback we received is that you, our valued volunteers, wanted to be more connected with our department. We asked how you would like us to improve communication with you; over a third of respondents said they wanted to see a quarterly newsletter, and over half want a monthly email. We hear you! We hope you are enjoying this newsletter and watch your inboxes for a monthly email coming very soon.

The Volunteer Department would like to improve communication with you, our valued volunteers. Which of these ideas do you like the best?

52 responses



**FLORIDA**  
**I CARE**  
HOSPICE: Every Day Is A Gift

*Support Hospice*  
Everywhere You Drive

With every purchase of a Florida Hospice specialty license plate, \$25 goes to support end-of-life care programs and outreach through Florida Hospice & Palliative Care. Plates are available at your local Tax Collector's Office or visit [supportfloridahospice.com](http://supportfloridahospice.com).

## Happy Birthday!

### Spring/Summer



Samantha Sanderson.....5/10

Hayley McBride .....5/11

Joan Moore.....5/21

Deann Harrington.....5/25

Maria Glackin.....5/27

John Rolfsmeyer .....5/29

Stanley Wiggins.....5/29

Richard Praitano .....5/31

Cynthia Walker.....6/2

Randi Micciche .....6/7

Julie Goodley .....6/12

Rebeca Maldonado .....6/12

Mariana Guirola .....6/16

Sheila Theodorou.....6/17

Barbara Kasner .....6/22

Dale McCubrey .....6/23

Mariana Alvarez.....7/2

Nancy McKenzie.....7/7

Carol Smith.....7/15

Catherine Beaver .....7/19

Anne Lessl.....7/25

Christina Tawfik .....7/27

# Volunteer Spotlight Q&A

John Snell, Patient Care Volunteer

## How long have you Volunteered with Gulfside?

I am a new volunteer. Also works as a part-time courier for Gulfside. Gulfside has a great culture, and I think that starts with the CEO, Linda Ward.

## How did you come to volunteer at Gulfside?

One day I saw a Volunteer pamphlet at Hadley. I asked Maritza about volunteering - did she think I would be good at it? She said she did think it would be right for me.

## Tell us a bit about yourself...

I am retired from sales and marketing management. I enjoy pickleball and volunteering.



John Snell

## Can you share about a time when you felt really appreciated by a patient or caregiver?

My motivation for volunteering is to give back to God because he has blessed me so much. I appreciate the opportunity to share my faith if I'm invited by the patient I sit with.

I love to chat and laugh with the patients. I see people who just need someone to talk to, a break from loneliness. I love to see them laugh. It gives me joy to break up the monotony of a patient's day. What keeps me going is knowing that my time is making a difference. Like the saying goes about volunteering, "You get more than you give."

## Thank You Notes...

"Hi there! I am a pool RN. Today a patient caregiver expressed their appreciation for a volunteer named John. The caregiver shared that he always calls her after visits and her father always looks forward to their visits together. She lives out of state, so this means a lot to her. I wanted to pass this info along so John can be recognized."

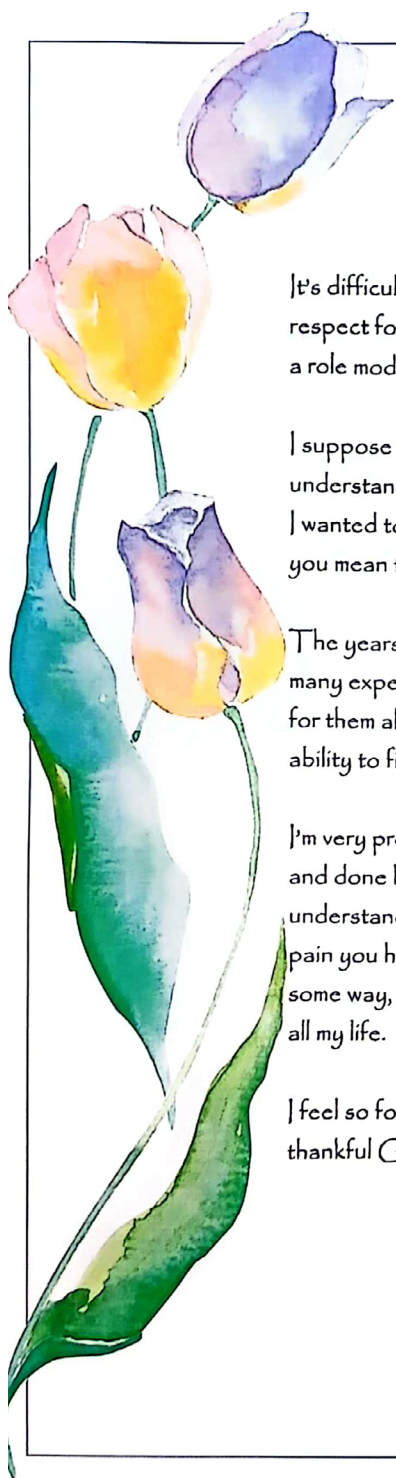
"Kim was absolutely amazing during her visit last week. Wanted to give Kudos to her!"



# From The Heart

## Sharing Volunteer Stories

Gulfside Volunteer, Joan Moore, penned a heartfelt letter dedicated to her mother, expressing deep gratitude and love. She reminisced about the invaluable life lessons her mother imparted, the unwavering support she always provided, and the profound impact she had on shaping Joan into the person she is today.



### A Daughter's Tribute

It's difficult to put into words all the feelings of love, admiration and respect for the person who created me; nurtured me and has been such a role model all my life.

I suppose no parent really knows how their child will develop or understand the impact they make in their life. On Mother's Day, I wanted to share my feelings with you and let you know just how much you mean to me.

The years have afforded us the opportunity to see each other through many experiences of joy, sadness, difficulties and triumphs. I'm grateful for them all because it has brought us closer together and given us the ability to find out so much about each other.

I'm very proud of you, Mother! All the wonderful things you have said and done have not gone unnoticed. All your patience and understanding has earned my utmost respect. All the hardships and pain you have endured has won my admiration. And, I hope that in some way, I have been able to return all the love you have given to me all my life.

I feel so fortunate to have been blessed with a Mother like you and so thankful God chose me to be your daughter!

Happy Mother's Day

I Love You



## Happy Anniversary!

# of Years

Margaret Rice (Jun).....	19
John Belgard (Apr).....	8
Elizabeth Kutsch (Apr)....	6
Donna Mason (May).....	6
Anne Lessel (Jun).....	5
Deann Harrington (Jul)....	4
Marilyn Essert (Apr).....	3
Regina Conklin (May).....	3
Julie Willis (Apr).....	2
Stanley Wiggins (Apr)....	2
Daniel Reyes (Jun).....	2
Kathryn Wolfe (Jul).....	1
Evelyn Vinas (Apr).....	1
Carol Smith (Apr).....	1
Debbie Kinder (Apr).....	1
Kathleen Swoffer (May) ..	1
Catherine Beaver (May) ..	1
Cynthia Monastar (May) ..	1
Carol Solomon (May).....	1
Callie George (May).....	1
Cynthia Walker (Jun).....	1
Alishia Sinclair (Jul).....	1
Hayley McBride (Jul).....	1
Shannon Gary (Jul).....	1
Kerie Walters (Jul).....	1

# Volunteer Appreciation Luncheon

The Volunteer Department hosted an Appreciation Luncheon on April 20th for Patient Care Volunteers. The weather was perfect for a BBQ picnic lunch! JoAnn Bross, Director of Volunteer Services welcomed everyone and provided a brief department update. Rebeca Maldonado, one of our Spiritual Care Volunteers, offered a blessing over the meal which was sponsored by Michels & Lundquist Funeral Services.

Sheri Florizone, Volunteer Recruiter, offered a summary of the volunteer survey that wrapped up on April 22, 2024. Carla Armstrong, Director of Philanthropy, was on hand to talk about the new care center currently under construction on Little Road in New Port Richey..

Volunteer Dept staff members Donna Ramos and Maritza Amaro had fun drawing the raffle prizes. Everyone was so pleased by the generosity of the Gulfside departments who donated a basket to the raffle - every volunteer in attendance went home with a beautiful gift of appreciation!





# Volunteer Appreciation Luncheon





# facebook

join our  
group +

## Join the new Volunteer Facebook Group!

Gulfside volunteers have a new way of staying connected! If you are on Facebook, we invite you to join our new Facebook group created just for our volunteers.



We'll share information about what's coming up, fun facts, inspirational messages, photos from events, and more. Plus, you can use the group to share your experience as a volunteer and connect with other volunteers.

To join, visit [FB.com/GulfsideHealthcareServices](https://www.facebook.com/GulfsideHealthcareServices) and go to the "Groups" tab, or scan the QR code above with your smartphone.

## Tell A Friend

Gulfside's volunteer department is looking for volunteers to help in the following areas:

**Companionship** - Provide companionship to patients in their home to decrease loneliness and isolation, and provide moments of joy. Companionship type activities could include playing cards, reading, or simply talking about fond memories with the patients. Up to 3 hour per visit a week.

**Caregiver Respite** - Assist caregivers by being with a patient in the home while the caregiver runs errands or simply takes some time for themselves.

**Spiritual Care** - Support patients by offering spiritual comfort, regardless of a patient's denomination or faith.

**Pet Peace of Mind** - Deliver pet food to patients. May also assist in completing paperwork for patient's pets to enroll in the Pet Peace of Mind Program. Hours vary based on need.

**Veteran Volunteers** - Match with veteran patients for companionship or respite. May also assist with pinning ceremonies to recognize the veteran patient and other veteran specific opportunities. Hours vary based on need.

**Kitchen (RUCKI)** - Assist with a variety of kitchen and dietary duties at the Rucki Care Center in Zephyrhills. Daytime hours vary based on need.



*Women  
for Gulfside*

## About the Women for Gulfside

Join a group of dedicated women making an impact in the lives of patients and their families in our community.



*Women for Gulfside Founding Members*

### \$125 Annual Membership provides:

- Invitation to member-only events
- Updates on local programs that impact Gulfside patients
- Opportunity to choose how funds are allocated
- Friendship with other amazing women

Visit [WomenForGulfside.org](https://www.WomenForGulfside.org) to  
join today!

SCAN ME

to join  
Women for Gulfside

