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A MESSAGE FROM Donna Costanzo, Auxiliary President

“The most basic and powerful way to connect to another person is to listen. Just listen. Perhaps the most important thing we ever give each other is our attention... a loving silence often has far more power to heal and to connect than the most well-intentioned words.” —Rachel Naomi Remen

Everyone has a story and deserves to be heard. But is hearing what someone says the same as listening to what they have said? Hearing is an involuntary response to sound waves that are picked up by the eardrum and then sent to the brain. Listening, however, requires much more. It's a voluntary process that requires us to remain quiet and pay attention to what is being said. It requires us to take note of the choice of words being used, the inflection with which they are spoken, and the body language that is conveyed by the speaker. Listening is an active process that, when affectively practiced, helps us to focus on the speaker's underlying feelings, thereby allowing us to better understand their story. Active and empathetic listening is one of the greatest ways to connect to others and can even have the power to heal!

Regardless of your role at Capital Health, active listening is an important tool for all of us to put into practice in the health care setting. Studies have shown that active listening helps to establish good rapport and trusting relationships between patients and their health care providers, leads to better patient compliance, and a more positive patient experience. Being an active and empathetic listener can also benefit your personal life by improving your self-esteem and confidence, increasing your network of friends, and improving academic and work performance. It has even been shown to lower blood pressure!

Being a good listener is something we can all learn to do. As I enter my second term as Auxiliary President, I am committed to becoming a more active listener in my personal life, at work, and within the community. I will make a conscious effort to embrace every conversation that I have with others and listen to them with an open mind, heart and ears! I hope that all of you will also consider the benefits of becoming an active listener. After all, everyone deserves to be heard!



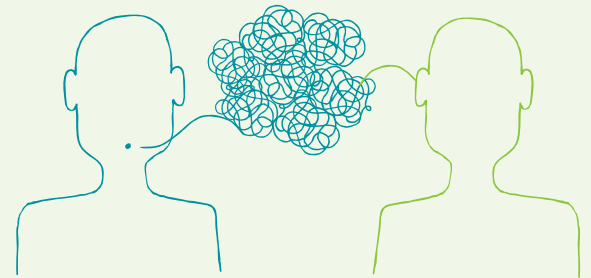
Sincerely,

Donna Costanzo

Auxiliary President

908.513.4575 ■ donna1116@comcast.net

capitalhealth.org/auxiliary



Active Listening Tips:

- ① Make sure to limit distractions (select a quiet place to talk, silence cell phones, stay focused on the speaker).
- ② Make eye contact with the speaker.
- ③ Convey welcoming body language (sit on edge of your chair, lean toward the speaker, and avoid crossing your arms).
- ④ Do not interrupt the speaker and avoid judgment or criticism about what the speaker is saying.
- ⑤ Reflect and clarify what is being said. Repeat certain points that the speaker has told you and ask open ended questions to clarify points that may be unclear to you.
- ⑥ Summarize what you have learned from the speaker to ensure that you clearly understand what the speaker has said.

The Gift of Empathy

In early January, I read an article by health care industry executive Jerry Stone on the Medical GPS Blog. Touching on research from the 2016 Annual Meeting of the American Academy of Orthopedic Surgeons, the story highlighted the impact empathy has on improving health outcomes and its significance in patient care. As someone with a non-clinical background, I was not completely aware of the importance of empathy and how exactly it can help to ease patients' fear, anxiety and worry. After reading the article, I decided to do some more research on empathy and share what I learned in order to highlight and thank our volunteers for providing empathy so often and in so many ways. Their expressions of empathy demonstrate why volunteers are so critical to the care and support that Capital Health strives to provide to patients and guests.

Understanding Empathy

Merriam Webster defines empathy "as the ability to understand and share the feelings of another." Prior to my research, I thought the terms "empathy" and "sympathy" were interchangeable. I learned that there is an important distinction — while sympathy is feeling sorrow for someone's misfortune, empathy is a shared experience in which one puts themselves in another's shoes and shares their emotions and feelings.

Why is Empathy Important in Health Care?

According to Jerry Stone's article, "Empathy extends far beyond a patient's medical history, signs, and symptoms. It is more than a clinical diagnosis and treatment. Empathy encompasses a connection and an understanding that includes the mind, body, and soul. It is a highly effective and powerful communication tool that can help build patients' trust, calm anxiety, and improve health outcomes."

Why is Empathy Important for Volunteers?

With the primary function of supporting patients, volunteers at Capital Health work in roles that connect them to patients and directly influence the patient experience. Most volunteers can often solve issues in real time, making their service even more valuable. They greet patients when they arrive, check in on them throughout their stays, direct patients to appointments or locations, talk to them, and offer small comforts in many forms. Through empathy, they give our patients back their humanity when they share their feelings, recognize and validate our patients' anxiety, and allow us to offer more caring treatment as an organization.

I want to take this opportunity to thank and recognize all our amazing volunteers for all what they do each and every day. By sharing experiences and making connections with guests and patients, they offer a very special gift.



Most sincerely,

Bainy Suri, Esq.

609.537.6073 ■ bsuri@capitalhealth.org
capitalhealth.org/volunteers



Volunteering for the Healing Hands Mobile Art Cart has been a wonderful experience! I knew this was an opportunity that I could not pass up after it was introduced to me

by my academic advisor at Rider University. I wanted to be an Art Cart volunteer because I am pursuing a career in Art Therapy.

With this position, I have the ability to make a difference in the lives of others. As a volunteer, I have the pleasure of exposing patients to art as a form of stress relief, and most importantly, to help them forget about their current situation. My experience at Capital Health as an Art Cart volunteer is unforgettable, and will guide me for many years to come. Offering the patients art, such as paper and pencil to draw, brushes to paint with, coloring pages, crayons, or even a simple word search, brought a smile to many of their faces. My goal is to see many more people smile while using art as a method of self-expression. Being an Art Cart volunteer made my love for art grow stronger because I was able to brighten the days of many people.



Jelissa Cedeno



Una notte in Italia!

You're cordially invited to attend the
2018 Volunteer Appreciation Dinner

Friday, April 20, 2018

Capital Health Medical Center – Hopewell

NJ PURE Conference Room

4 to 6:30 p.m.

Please R.S.V.P. by March 15, 2018 to Dorothy

by calling 609.537.6075 or

emailing volunteer@capitalhealth.org.

Cuori sorridenti e visi allegri colmano
luoghi felici e momenti lieti.

[Translation: Smiling Hearts Beautiful Faces
Good Times Happy Places]



BLOOM WHERE YOU ARE PLANTED — *Ujwala Sawant*

Capital Health, in partnership with Hopewell Valley Arts Council, held an exhibition by Hopewell Valley students who had participated in the 2017 Capital Health Auxiliary Carnival Art Contest. The show, titled **“Bloom Where You Are Planted,”** displayed the work of 33 thought-provoking artists at the Investors Bank Art and Healing Gallery. The wonderful opening reception, held on Thursday, January 11 from 6 – 8 p.m., was well attended by artists and their proud families and friends. The crowd was entertained by mesmerizing musical performances by Hopewell Valley students. The light refreshments served were enjoyed by everyone

young and old. Each participant was awarded a certificate to acknowledge their creative expression. Art by the grand prize winner, Aram Aghababian, will be showcased in Capital Health’s upcoming edition of “Real Woman” magazine. As Thomas Merton said, “art enables us to find ourselves and lose ourselves at the same time.” The expressive young artists left us all a bit changed!

The exhibit ran from January 8 to February 16, 2018. Special thanks to Jane Zamost, Carol Lipson, and Kyle Willie for all their hard work in helping to put this exhibit together.



1895 – Present

1895 – Present

The Capital Health Auxiliary is a nonprofit organization whose mission is to promote and support the educational and health programs of Capital Health that benefit our patients and communities through volunteering, providing service programs and community outreach, and hosting multiple fundraisers throughout the year.

Auxiliary Fundraising Activities:

- Pecan Sale
- Vendor Day (*new*)
- Tree of Lights Ceremony
- Lucky 7 Calendar Raffle Sale
- Designer Bag Bingo
- Fashion Show (*new*)

Auxiliary Sponsorships Over Time:

- More than \$300,000 for nurse education
- \$400,000 for bedside charting computers in patients' rooms
- \$430,000 for art installations in hospital and patient rooms
- \$20,000 for equipment for NICU, Pediatrics and Healthstart Clinic



Mercer Hospital

Auxiliary Service Programs:

- Toy Closet
- Healthstart Clinic Support
- Rolling Library
- Tales for Tiny Tots (*new*)
- Grants


SALON & WELLNESS SPA

Take time for yourself at
Oasis Salon & Wellness Spa

Capital Health Medical Center Volunteers enjoy one of the following complimentary upgrades with any service.

- complimentary hand paraffin treatment, complimentary brow wax **or**
- complimentary 15-minute reflexology treatment

Mention when scheduling appointment to allow proper timing
Must present coupon at time of service • Expires June 30, 2018

609.537.6544 • oasisspahopewell.com

The Book Cart was initiated by the Capital Health Auxiliary as a service for patients to help them feel more comfortable during their hospital stay. Books are placed on a portable cart that is wheeled from room to room. All ages are represented, and patients are able to choose reading material according to their interests. Volunteers are trained according to a set of competencies and since December 2017, the cart has been on the floors about once or twice a week. An average of 15 – 20 books are given out each time. The cart has been well received by patients and staff alike.

Donations of new or gently used books or monetary donations are always welcome. Checks should be made payable to the Capital Health Auxiliary with the notation "Bookcart" in the memo line. **Contact Mary Reed at 215.736.9136 for more information.**



CAPITAL HEALTH AUXILIARY and HEALTHSTART PRENATAL SERVICES . . . a Formidable Partnership — Sue Cammarano and Chris Butrym

The Healthstart Prenatal Clinic, located in the City of Trenton, is committed to serving the City and surrounding communities by providing care for the underserved, uninsured, and undocumented population. The staff consists of physicians, certified nurse midwives, a nurse practitioner, RN's, LPN's, medical assistants, social workers, and a registered dietician. Their community connections include Children's Home Society, Children's Futures, the New Jersey Supplemental Nutrition Program for Women Infants and Children (commonly known as WIC), and the Maternal Child Health Consortium. With Capital Health Administration's commitment, and recently partnering with the Capital Health Auxiliary, they care for women in the Trenton area and suburbs as well as women who have come from all over the world.

In any given week, this dedicated and caring group of professionals see women from Central and South America, Liberia, Nigeria, Guinea, Mexico, Poland, Lithuania, Russia, Pakistan and India. These patients range in age from 12 to 49 years old and many are non-English speaking. In 2016, there were 16,000 patient visits, 1,466 deliveries, and 1,730 new patients. Some of these pregnancies are welcome and happy events, but many are the result of rape, incest and circumstances where women have little control over family planning.

There is a high incidence of diabetes and hypertension in this population. Diabetic patients are given strips in the Clinic to help manage their diabetes, while hypertensive patients are given blood pressure monitors to check and log their pressures at home.

Whatever their situation, they are cared for by a dedicated staff who embrace patients and help bring mom and baby to a healthy outcome. Many of

the nurses have been known to reach into their own pockets to give patients bus fare, shop for a needy family, or help with such basics as laundry detergent and cleaning supplies. The needs are great in this population and everyone at Healthstart works tirelessly to provide the respectful, dignified care that their patients deserve.

In 2015, The Capital Health Auxiliary and the Healthstart Clinic formalized their relationship through the efforts of Sue Cammarano and Chris Butrym. Sue and Chris have worked enthusiastically as liaisons between the Auxiliary Board and the Clinic to provide for the needs of both staff and patients. The Board is committed to making a difference in the lives of the clinic patients. To that end, the Auxiliary has provided numerous grants to the clinic (totaling over \$8,000) and have had several clothing drives for the patients. Additionally, the Board adopted several patient families for Christmas and provided wrapped presents for the children and gift cards for food.

Currently, the Auxiliary is planning a spring clothing drive for the children of the patients and will provide Mother's Day gift baskets to be raffled off to six lucky patients. Finally, Sue and Chris have started a subcommittee called the Healthstart Help Fund. The Clinic looks to the Auxiliary to provide necessary extras directly to the patients, so from time to time Sue and Chris will reach out to the members of this group if a need arises. For example, this committee recently supplied expectant parents with a car seat they could not afford to purchase on their own. If you are interested in getting involved with the Healthstart Help Fund or in any other endeavor related to the Clinic, please reach out to **Sue at suzycam@aol.com** or **Chris at chrisdefb@yahoo.com**. They look forward to hearing from you!

THANKSGIVING BASKET — Taylor Koslo

Taylor Koslo, Healthcare Policy Fellow at Capital Health Regional Medical Center, organized a drive to collect Thanksgiving Baskets. Below is a paragraph she wrote and some wonderful pictures of the drive:

Even though Mercer County is one of the more affluent counties in the state, there are still well over 43,000 residents in need of charitable food assistance. The drive to collect Thanksgiving Baskets is just one of the many ways Capital Health is intricately tied to our community. In total, 28 Thanksgiving Baskets (weighing 1,623 pounds) were collected. I had such a wonderful time helping address this need!





SPRING ANTIQUE APPRAISAL LUNCHEON

Sponsored by the Capital Health Auxiliary's Children's House Committee

Thursday, May 10, 2018 | 11 a.m. | \$25

Capital Health Medical Center – Hopewell
NJ PURE Conference Room, One Capital Way, Pennington, NJ 08534

Bring ONE antique item to be appraised — Katherine Van Dill,
Rago Arts and Auction Center, Lambertville, NJ.
Rago appraisals are regular participants on Antiques Road Show.

For more information, please e-mail auxiliary@capitalhealth.org.

Name: _____ Phone: _____

Address: _____

Number Attending: _____ Amount: \$ _____ (Payment is due with reservation)

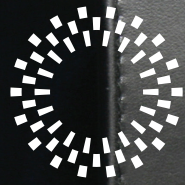
R.S.V.P. by April 27, 2018

Please mail to: Carol Flanders
Capital Health Children's House Committee
c/o Volunteer Services
One Capital Way, Pennington, NJ 08534



capitahealth

AUXILIARY



capitahealth

DESIGNER BAG BINGO

Picture is only a representation, not an actual prize.

FRIDAY, May 18, 2018

Union Fire Company and Rescue Squad
1396 River Road, Titusville, NJ 08560

Benefits the CAPITAL HEALTH AUXILIARY
Doors open at 5:30 p.m. First game at 7 p.m.

COST OF ADMISSION \$30

Dessert and beverages will be served.

FOR TICKETS

Contact Jami Szafranski via e-mail
at jamiszafranski@yahoo.com

No one under 18 years old permitted.

WHY I CLOWN

Have you ever wondered what makes a volunteer decide to be a clown? We asked some of our clowns and here is what they shared.



MITZI FORMAN (*Dr. Teddie T. Clown*)

When I'm told a woman with Alzheimer's hasn't smiled in a year and she giggles with me. When a frightened child in the ER becomes relaxed and laughs. When a new widow is feeling alone in the hospital and says, "Thanks, you made my day."



KARIN SURKIN (*Dr. Loving Kindness*)

For 25 years, I worked at Capital Health as a medical technician in the Clinical Laboratory. After my retirement, little did I know I would be coming back to Capital Health as a volunteer. As part of becoming a clown, I was asked to pick my clown name. I chose Dr. Loving Kindness, because loving kindness is what I wanted to share, as well as my desire to help make the world a better place (inspired by tikkun olam, a Hebrew phrase meaning "repair of the world").

I have only been clowning for a short time. However, I have met such amazing people, both inpatients and outpatients, that I probably would never have met if not for volunteering. I know that it can be a very vulnerable time, being admitted as a patient to the hospital. Many of those admitted may also be dealing with something going on in their lives. For example, a patient may be holding on to a psychological problem that they are afraid to share, because of feelings of shame or fear of showing their vulnerability. So, if I can make a patient or family member feel comfortable enough to want to share what is going on with them or just make them smile and laugh, that makes my day a little brighter. Knowing that I have touched someone lights up my heart up with joy.



LINDA KRESHOVER (*Dr. Hedda Class*)

For me, hospital clowning is about being in a community of people who need someone to talk to with a bit of humor tossed in. When patients and former patients tell me how important my little visit was to them and want pictures to share with family and friends, then I know it was meaningful to them and hopefully helped with the healing process. They thank me, but I am the one who is really thankful and grateful. This is why I clown.



MARSHA CALDWELL (*Dr. Tender Heart*)

I was leaving the hospital for the day, when I saw a man with a vet hat on. I thanked him for his service. He said "Thank you... you don't remember me, but you gave me a red nose when I was a patient here. I shared with you that my wife had Alzheimer's disease and that nose made my day."

I said "Yes, I do remember you."

He continued... " My wife does not smile much these days but whenever I put on that nose, she grins. So I want to thank you for your service."

And this is why I clown!





The Pediatric Toy Closet program was born in the spring of 2017 in an effort to make a child's visit to the hospital less traumatic. The hospital Auxiliary has teamed up with the pediatric nursing staff in the emergency room, on the pediatric floor, and at the clinic on Bellevue Avenue in Trenton. This initiative has been a huge success not only with the children, but also with their parents! New toys, books, games and crafts have been distributed to hundreds of children who have been treated at our hospital sites, easing any feelings of anxiety they may have been experiencing during their visit.

Our second annual Christmas toy drive was a huge success! Thank you to our staff, volunteers and community members who donated new toys and/or gave monetary gifts. Also, New Hope-Solebury Middle School donated 100 "Jared bags" which were filled with toys and games categorized by age and gender, ranging from infants to teenagers.

Since this program has been so well received by our young patients, nurses, parents and hospital staff, we will continue to conduct toy collections and fundraisers throughout the year. Many toys can be purchased at the Dollar Tree or Five Below. Examples would be: stuffed animals, baby rattles, teething, coloring and sticker books, small packs of crayons, dolls, small cars/trucks, card games, play-doh, bubbles, slinkys, dvd's, playing cards, small craft kits, adult coloring books, rubic cubes, ear buds, word search puzzles, etc.

In addition, monetary donations are always appreciated. Checks should be made payable to the Capital Health Auxiliary and can be dropped off at the Volunteer Services Office. **Contact Janet Scammell at jmiz39@aol.com for more information.**

Your support and generosity is greatly appreciated!

Our Cookie Donation Program, part of the Children's House Committee of the Auxiliary, continues to grow! The program supports patients undergoing treatments in both the Infusion and Radiation Oncology Departments. Patients look forward to these snacks, which make their time during treatment a little more comfortable.

As our cookie needs continue to grow, we are asking our family at Capital Health to continue their generous contributions to the program. We are in need of cookies, granola bars, individual sized boxes of raisins, pretzels, and fish crackers. Food donations can be dropped off to Dorothy Wirth in the Volunteer Services Office at Capital Health Medical Center – Hopewell. If you would like to make a monetary donation to our Cookie Program, checks should be made payable to the Capital Health Auxiliary with "Cookie Program" written in the memo section.

Thanks to everyone for your continued support!



VOLUNTEER OPPORTUNITIES

Help Wanted

For information about Capital Health volunteer openings or our programs, please e-mail volunteer@capitalhealth.org or call 609.303.4023.



VOLUNTEER PROGRAMS

- Junior Volunteers Program (14 – 18)
- Adult Volunteers
- Pet Therapy Program
- Knitters
- Bumper T Clowns
- Auxiliary — Cookie Donation Program

Capital Health also runs programs with The College of New Jersey (Career and Community Studies Program), Rider University (Pre-Medical Studies) and Hopewell Valley Regional High School (Special Needs School Year Life Education Program).

CURRENT VOLUNTEER OPPORTUNITIES

- Greeters (various departments)
- Gift Shop
- Emergency Department Liaison
- Escort Liaison
- Prescription Assistance Clinic Program
- Patient Advocate
- Wayfinder



OTHER WAYS TO GET INVOLVED

- Join the Capital Health Arts & Healing Committee
- Volunteer at Capital Health Auxiliary Fundraising Events
- Join the Capital Health Auxiliary



Auxiliary Timeline 1915 – 1920

Capital Health has a long history of improving the health of our patients and serving our community. The Auxiliary has been there every step of the way.



[1915] The Women’s Aid (Auxiliary) continues to support the hospital with fundraising endeavors. The cookbook sales proceeds furnished a waiting room and a “lung motor” is purchased.

[1916] Miss Heulings of the House Committee is ordered to purchase a barrel of glasses and china. The treasurer is authorized to pay \$500 to the Men’s Board of Directors.

[1917] The hospital expenses have increased \$11,384 over the past year. The resident physicians’ salaries are increased by \$900, making a total annual salary of \$1,200.

[1917–1918] A social worker, Ms. Stelle, is hired and paid \$2.00 for the afternoon. She is then hired for six months and works with the Trenton Welfare Association to assist with help to those in need.

[1918] The Building and Grounds Committee is abolished and a Publicity Committee is formed.

[1920] The work done by Ms. Stelle is the first of its kind in the City of Trenton, and Mercer Hospital is recognized as the most progressive institution in the state of New Jersey.

The Auxiliary continues to be guided by our predecessors’ thoughts: “We shall service and prosper if we do not lose sight of those responsibilities and obligations that buttress courage, compassion, civilized intelligence and the sense of history.”

VOLUNTEERS OF THE MONTH



Jelissa Cedeno
December



Janet Melvin
January



Ruth Jackson
February



Jesnia Ortiz
March

TOY CLOSET



BANK OF AMERICA CHRISTMAS CARD DELIVERY





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AUXILIARY