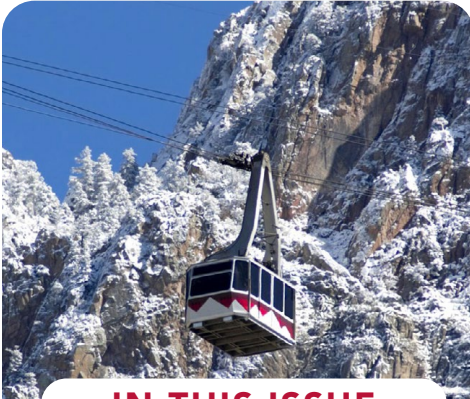


**WINTER 2024**  
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# VOLUNTEER CONNECTION

A publication of Presbyterian Volunteer Services

## \$10 Million Gift, A Lifetime of Impact

After 72 years of dedicated, impactful work, Presbyterian Volunteer Services made history this year by breaking the \$10 million mark in total funds contributed to Presbyterian Healthcare Foundation (PHF). This notable achievement comes after a generous gift of \$340,000 from Volunteer Services through gift shop proceeds. Volunteer Services is now the second donor in PHF history to reach the \$10 million mark.

Through the years, Volunteer Services has supported a wide range of needs including the campaigns for Presbyterian Rust Medical Center, Presbyterian Robert Wertheim Hospice House, Presbyterian Community Health and much more.

Funds from this most recent contribution will go directly toward two Volunteer Services endowments – one supporting high-priority needs throughout PHS, the other supporting educational needs for non-nursing staff – and two major fundraising priorities for PHF: the Community Health Food Farmacy and the Pathways to Nursing Program.

At the core of this accomplishment are **more than 550 current, dedicated volunteers**, whose passion for creating positive outcomes for New Mexicans remains at the forefront of their work ethic and who believe that giving time is just as important and valuable as any other aspect of our healthcare system. In 2023 alone, our volunteers contributed more than 63,000 hours, saving Presbyterian Healthcare Services (PHS) nearly \$2 million. Our volunteers are a diverse group of individuals ranging in age from 16 to 80 with a wide range of backgrounds including retired nurses, lawyers and stay-at-home parents.

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**“I’m so proud of the amazing work that our volunteers do to help support the many needs of our healthcare system and our community. This contribution is a testament to their commitment to the mission of Presbyterian. It is truly inspiring, and I can’t wait to see what the next big achievement will be.”**

— Mandy Guest, Director of  
Presbyterian Volunteer Services



## FROM THE DIRECTOR

My message this season is mostly one of profound gratitude to each of you, all the staff and everyone who came before us. After 72 years of incredible dedication and commitment, Presbyterian Volunteer Services made history this year by breaking the \$10 million mark in total funds contributed to PHF. This milestone stands as a testament to the unwavering commitment of so many of you who have generously given your time, talents and energy since Volunteer Services began in 1952.



Mandy Guest  
PHS Director  
of Volunteer  
Services

The efforts of so many have contributed to important funding for critical projects that benefit our community in ways words cannot fully express. I have a deep appreciation and sense of pride for this accomplishment because it reflects the spirit of service and compassion that our founder, Marion Van Devanter (aka Mrs. Van) envisioned so many years ago. I know she would be overjoyed to see how her legacy has flourished in your hands.

Thank you for the countless hours you have dedicated, the care you put into each task, and the love you pour into our Presbyterian mission. We could not have reached this milestone without you, and we look forward to continuing this inspiring work together. We will spend the coming months recognizing each of you for this tremendous accomplishment. I hope you enjoy everything we have planned.

### Project Updates



**How We Grow Matters Here** In 2025, we will be looking for volunteers to support several **committees** that will be tasked with **volunteer recruitment, engagement, community engagement, fundraising ideas** and more. If you are interested in supporting these efforts, please let your volunteer manager or me know.



**Your Work Matters Here** We will also be rolling out new and improved **incentives** for our volunteers, including meal vouchers and discounts at local vendors, as well as hosting **milestone recognition events**, issuing special invitations for PHS events, and more.



**How We Engage Matters Here** Your voice matters. **Volunteer engagement surveys** will begin soon and the feedback we receive helps to shape PHS Volunteer Services and the assignments we provide. We are dedicated to creating an environment that values your contributions, strengthens connections, and keeps us all focused on our shared mission. In response to past feedback, we have made impactful changes, including improving the onboarding experience, streamlining assignment training, offering more information and education through Town Halls and ad hoc training, and offering more leader rounding. Please take part in the engagement survey and look for details on a site engagement competition.



**How We Collaborate Matters Here** Our **new database** is designed to make onboarding and communication smoother than ever. All our volunteers will access this user-friendly platform to track hours, get updates, and learn about opportunities that fit your schedule and preferences. We cannot wait to introduce it to you.



**What We Build Matters Here** Calculating volunteer hours is an important metric that helps us decide how we will grow our program during good times and despite challenging times. That is why it is critical that all volunteers report their hours. Volunteer hours demonstrate your engagement and show Presbyterian that we can generate support in serving our broader community. When we know how much time volunteers spend performing certain services, we can show the impact volunteers make and how much PHS saves (in time and dollars). By measuring and reporting the value of our volunteers' time to the organization, we can leverage that growth to scale our program and request additional resources. Every minute you give back makes a difference.

May the holiday season be a season of celebration to honor the gifts you give to our community all year. May you know that your service and all the ways you show up for Presbyterian and for those we serve is a gift that is bigger than words can express. May the support, joy and compassion you show to others come back to you exponentially. And may you feel appreciation, admiration and love from Presbyterian always. Thank you!



P.O. Box 26666, Albuquerque, NM 87125-6666    PHONE: 505.724.6580    FAX: 505.724.8000    [WWW.PHS.ORG/FOUNDATION](http://WWW.PHS.ORG/FOUNDATION)

September 23, 2024

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Ms. Mandy Guest, Director  
 Presbyterian Volunteer Services  
 PO Box 26666  
 Albuquerque, NM 87125-6666

Dear Mandy,

Please accept my sincere thanks on behalf of Presbyterian Healthcare Foundation (PHF) for the recent \$340,000 contribution from Presbyterian Volunteer Services. This very generous gift from gift shop proceeds has been directed to two Volunteer Services endowments, including the main endowment (\$120,000) and scholarship fund for non-nursing clinical staff (\$50,000), as well as two fundraising priorities, including the Community Health Food Farmacy (\$85,000) and Pathways to Nursing Program (\$85,000) in partnership with Unitek-Brookline College.

With this gift, Volunteer Services joins just one other donor in our history to reach the \$10 million level in total giving to PHF! Over the years, cash contributions from Volunteer Services have supported a wide range of needs, most notably the Campaign for Rust Medical Center, Presbyterian Robert Wertheim Hospice House and COVID-19 Response Fund, among other large projects. The most recent gift supports future needs through the endowments, while also addressing current needs with funds to address food insecurity (Food Farmacy) and building our healthcare workforce (Pathways).

The impact of these monetary donations, combined with the ongoing contributions of volunteer hours across Presbyterian, is substantial. Thank you to the volunteers who have contributed to the gift shops and other fundraising efforts, and help in countless other ways. We are grateful.

Sincerely,

  
 Rick Scott, CFRE  
 President

*This is your substantiation letter. Please retain it for your tax records. No goods or services were received by the above donor for this gift.*



# VOLUNTEER NEWS

## Looking to 2025

The new year is just around the corner and we have many exciting programs, changes and events in store for our volunteers starting in 2025. Here is a sneak peek:

- Activities and events tied to the \$10 million dollar milestone.
- Training workshops for our new volunteer database, tentatively scheduled for spring.
- Birthday discount cards that will provide a one-time discount on merchandise purchased in any PHS Gift Shop (Albuquerque, Rio Rancho, Santa Fe only). Restrictions apply. Valid for birthday month only.
- Cafeteria voucher cards. Watch for details in the next newsletter.
- Annual Volunteer Services Appreciation Event: April 21, 2025.

Our purpose is to create a vibrant volunteer program that simultaneously supports our community and PHS by connecting our shared purpose of caring for patients and visitors as we work to grow and develop passionate, talented, invested volunteers. Our customer service areas will ensure anyone who walks through the door is treated with respect and dignity. Gift Shop Services will continue to provide excellent options to guests, along with significant financial gifts that support PHF.

## Welcome, Baby Oliver!

On October 8, Amberle Davis, Manager of Volunteer Services and Information Desk at Presbyterian Hospital and Presbyterian Kaseman Hospital, and her family welcomed Oliver Graham!

The family is doing great and we may see Amberle returning to work sometime in late December.



# Congratulations!



## Mrs. Van's Birthday Bags

Mrs. Van's birthday will be celebrated in February 2025. In keeping with the Volunteer Services tradition, we are collecting baby items (new onesies, clothing, wipes, diapers, children's books, handmade blankets, bibs, etc.) for the birthday bags that will be distributed to new families on the Mother Baby Care, Family Birthing and Neonatal Intensive Care units.

If you or anyone you know would like to contribute items to these bags, please contact your Volunteer Manager. Information on how to help with birthday bag distribution will be provided soon.

Thank you for all you do to support our newborn patients and families.

## Pet Therapy Funding Available

Thanks to a variety of contributions from Presbyterian Healthcare Services staff, PHS-CDS pet therapy volunteers can be reimbursed up to \$150 per year for pet expenses related to their service as a PHS volunteer.

- Reimbursable expenses include and are limited to annual health exams, pet therapy organization dues, pet training and pet immunizations/shots as related to the pet therapy volunteer role.
- Original receipts, dated within 90 days, must be submitted with the proper form.
- Additional details, including forms and process for reimbursement will be available from each Volunteer Manager.

*Please note, this program is only active while funding is available.*



**REMINDER:**

### PHS Volunteer Services Compliance & Ethics Training

Thank you to those who have completed their 2024 Compliance Test! As you may recall, we are changing the way the annual test is distributed:

- A majority of volunteers have already received the updated version. These completed documents are **due December 20, 2024.**
- Volunteers who were activated as of January 2024 will receive the updated version of the test during their volunteer anniversary month in 2025 and will have 30 days to complete the document. This will be the process moving forward.
- Please watch your email/mail for the compliance test or any reminders.

## The HALL Opens for Experiential Learning

After years of planning and hard work, the **Presbyterian Healthcare Advanced Learning Lab (HALL)** opened its doors in October. This innovative learning environment is a space where the next generation of healthcare workers can advance current skills and learn new ones. Building the HALL reflects Presbyterian's determination to help solve the shortage of healthcare professionals in New Mexico.

The first groups to use the hall are new nurses and students in **Presbyterian Nursing Career Pathways**, a program that enables employees to launch their nursing career while keeping their current Presbyterian position.



**Ebenezer "Ebbie" Adam** is an EMT-B and works as a patient care tech in the Emergency Department at Presbyterian Hospital. When Ebbie began at Presbyterian just over a year ago, he was a unit secretary with a plan to become an EMT. But through mentorship and encouragement from his managers, he recognized he could provide compassionate care at the bedside – something he wouldn't be able to do as an EMT. As a student in the Presbyterian Nursing Career Pathways Practical Nursing program, Ebbie now takes classes and attends labs and clinicals while continuing to serve as a patient care tech. He hopes to eventually earn his doctorate in nursing practice and be an emergency room provider.



As a Care Coordination Assistant for Presbyterian Health Plan, **Amanda Fangio** helps integrate physical health, behavioral health and long-term care services into a seamless and coordinated system of care for patients and members. She was accepted into the first Presbyterian Nursing Career Pathways Licensed Practical diploma cohort in March 2024. She hopes to continue her journey and earn her BSN/RN.

**These student stories are made possible by the generosity of Volunteer Services' recent gift to Presbyterian Healthcare Foundation for the Pathways in Nursing Program. This donation represents a portion of Volunteer Services' \$10 million milestone of total giving to PHF.**

[Continued >](#)



## NEWS YOU CAN USE



**Janell Richards** is a Medical Assistant (MA) at Presbyterian Rust Medical Center urology clinic. Since she was a little girl, she dreamed of becoming a nurse to take care of her grandparents. When her grandfather was diagnosed with bladder cancer, she was his caretaker. But working full time, caregiving and raising a family didn't leave a lot of time for nursing school. Janell says Presbyterian's program was just what she needed to bridge her MA certification into a nursing career. She is part of one of the first Pathway cohorts pursuing a bachelor of science in nursing (RN BSN) degree and plans to continue serving urology patients.

The HALL is supported by Presbyterian Healthcare Foundation, which gave Presbyterian a generous \$3.2 million gift to start the facility. Proceeds from the 2023 Laughter is the Best Medicine event helped fund additional technology for the facility, located at the Rev. Hugh Cooper Administrative Center.

**PRESBYTERIAN**  
Healthcare Advanced Learning Lab



## VOLUNTEER WELLNESS CORNER

Wellness tips provided by Presbyterian Healthcare Services Employee Wellness

### Eating Healthy: Mix Up Your Produce

On your next shopping trip, grab a fruit or veggie you've never tried before. Like **fennel**!

This old-school vegetable is very versatile. Slice it thinly and toss it with parsley, olive oil and lemon juice to make a fennel and parmesan salad. Or throw some chunky wedges in with a roast. It will caramelize like an onion.

Delicious!





## HOURS AWARDS

AUGUST 2024 – OCTOBER 2024

*If you feel there is a discrepancy in your hours or you are due for an hour milestone, please speak with your Volunteer Manager or the Volunteer Services office. Thank you!*

### 50 Hours

Beth Allen  
Troy Barkman  
Ibrahim Eldenawi  
Mary Filosi  
Harmony Guan  
Kathleen Kolb  
Landon Nolt  
Lily Park  
Roxy Schmidt  
Jorge Tristani

### 150 Hours

Ann Garcia  
Susan Lee-Bechtold  
Alyssa LeNguyen  
Jacques Loui  
Bill McHugh  
Mariia Nabokova  
Colin Nguyen  
Landon Nolt  
Natalie Olivas  
Isabella Park  
Hermengilda Rubio  
Veronica Schroer  
Carol Skiba

James Steele  
Aileen Ukwuoma  
Parker Whited  
Baiyun Xie

### 300 Hours

Vera Briggs  
Janelle Johnson  
Serena Pearson  
Carmen Rodriguez  
Jacquelyn Sibley  
Cheryl Silverman  
Gary Steffen  
Jesse Unruh

Parker Whited  
Yang Zhang

### 500 Hours

Fr. Josh Duplissey  
Lisa Jimenez  
Cindy Pokorski  
Victoria Pratt  
Elia Redfield  
Jeff Schmidt

### 2,000 Hours

Gale Mueller

## VOLUNTEER SERVICES STAFF DIRECTORY

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## TALK TO US

**We welcome your feedback!**

Please send comments and questions to Presbyterian's Volunteer Services Department.



**EMAIL:**

phsvolunteer@phs.org or  
aguest@phs.org



**PHONE:**

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