Blue Bird Auxiliary

ANNUAL REPORT

2009-2010

Celebrating 50 Years of Service
May 21, 2010

Dear Friends,

It is my privilege to join you in celebrating your organization’s 50 Years of Service to the Methodist Hospitals in the Medical Center. Since amending your charter to become the Blue Bird Auxiliary of Methodist Hospital in 1960, Blue Birds have become an integral part of our Hospital community. You are our mission in action—Serving Humanity to Honor God.

Blue Birds’ gifts of time and financial support are estimated to be in the millions of hours and dollars! And, yet, how do you put a value on a smile or a kind word or a gentle touch? All of which you have offered day after day, year after year.

Today, we recognize you and the countless Blue Birds who have gone before you. Please accept my heartfelt thanks for your uncommon generosity and continued service to our patients, their families and our staff.

Sincerely,

Jaime Wesolowski
President & CEO
Methodist Healthcare System
It has been a challenge and a pleasure to be your President for this fiscal year. Many things have changed and I believe we are a stronger organization as a result. We are becoming a true business organization, we are more profitable and we are therefore able to do more for our charities and scholarships. We will start the next fiscal year with our very first budget to help guide us and we will have our first full audit to insure that our business practices are sound and moving us in the right direction.

Our new Director of Volunteer Services, Wendy Biro-Pollard has started her job running and never looks back. We are very fortunate to have a talent like this helping us to improve in every way. Our sales are up, our volunteer numbers are up, and our message is reaching more people than ever before. We have immediate access to our records with our in-house accounting procedures plus stronger control over our finances.

We initiated a President-elect system via the First Vice President which assures us of a well indoctrinated leader that can take over the reins without missing a step. Lynelle Stigent will be an outstanding President because she already understands the job and can continue to move us forward. Her talents can bear fruit right from the start.

Finally, I want to thank all of you for your hard work, your wonderful cooperation, and your willingness to embrace change. Without you this organization does not exist and our accomplishments would not have happened. YOU and only YOU are the Blue Bird Auxiliary. God bless and keep you with us.
As we have been preparing for this special day, I’ve been scanning your scrapbooks and talking to many of you. From my newcomer vantage point all I can see is change!

- The original building and the land around it is unrecognizable—new buildings and new floors have been added. New hallways connect us to each other. New volunteer stations have opened, others have closed.
- Of the original 800 Blue Birds, only three remain active. The rest have come and gone.
- Men joined the Blue Birds in the 70’s.
- The uniform has changed with new options recently added.
- The gift shop has moved and been remodeled, and remodeled again this year.
- San Antonio Community Hospital (now MSTH) volunteers joined the Blue Birds.
- The Blue Bird Thrift Shop has served our community and served its purpose, and is now closed.
- Staff have come and gone...

Henry David Thoreau said, “Things do not change; we change.” The pictures that have been so neatly pasted into your books show many of you during the different ages and stages of your life. Thank you for sharing them with our staff and patients and their families. Thank you for taking time away from your friends and family to be with us!

The end of fifty years is a major milestone for any organization. It represents the end and the beginning. I am privileged to be part of both. I look forward to working with all of you in the years ahead.
1st Vice President
Membership
Lynelle Stigent

We are pleased to introduce 91 new volunteers in 2009-2010. Our membership now consists of 370 actively working members (85 of which are Life members), 125 Life members, 3 Contributing members and 47 Blue J’s for a total of 545. The total hours worked the last year were 87,000.

4th Vice President
Junior Volunteers
Carol Silvus

This year 47 Blue J’s joined us during the months of June, July and August, 2009. These students worked a total of 8,325 hours.

Samrena Allawala will remain President of the Blue J Auxiliary.
2nd Vice President
General Meetings
Karen Patterson

Our first general meeting for the year was on October 29, 2009. Christine Kruger, LCSW for the Wounded Warriors at Fort Sam Houston and friend of Methodist Healthcare System, was the morning speaker. The topic of this meeting was “It’s Never Too Late to be Great!” She focused on four main points — count your blessings, focus on the long term, keep searching for the good and get out of yourself. Christine passed out handouts to remind Blue Birds of the four worlds of wellness: spiritual, mental, physical and emotional.

On January 26, 2010, the Blue Birds came together for another general meeting. Judith Markelz from the Wounded Warrior Family Support Center gave a presentation about her project, complete with a great slide show showcasing the new facility. Ms. Markelz stressed the importance of the impact of the Wounded Warrior project on soldiers and families. She invited all the Blue Birds to come take a tour the facility.

The third Auxiliary gathering was held on March 23rd, 2010. Our very own Andy Williams, VP for Medical Center Operations, spoke about the Methodist Excellence program and how vital the Blue Bird’s participation is to improving patient satisfaction. Andy encouraged members to use the 10/5 rule—acknowledge guests and staff by making eye contact and verbally greeting them as well. Director Wendy Biro-Pollard gave a short presentation on how the Blue Birds can become the friendliest auxiliary in Texas. She encouraged us to roll out the welcome mat to new members!

May 21, 2010, is our final meeting of the year. In addition to our Awards Ceremony and Installation of Officers, we will be celebrating our 50th anniversary. Congratulations to all of our Blue Birds and newly elected officers.

Special thanks to our Volunteer Services staff for their assistance in organizing this meeting.
This year has been a roller coaster in the gift shop. We’ve experienced the Great Recession. We have had days that have far exceeded the previous year’s sales, and days when we wondered where all the customers were!

We have been averaging 50 fewer customers per day, but have increased our per customer average sale by approximately $1.00. The good news is reflected in the sales chart below. We’re making steady improvements!

Many positive changes are being made in the Shop. We’ve added new merchandise lines—candles, gourmet chocolate, lotions, sleep shorts and shirts, cards and toys—just to name a few.

We are also in the process of updating the Shop’s appearance and have replaced the entry floor and added a new display cabinet. We’ve expanded the baby section to take advantage of the 6000+ baby’s who are born at Methodist hospital each year! We have many other ideas planned for the upcoming months so be sure to stop by and see us.

We were saddened that Ken Moore and Bill Brooks retired this year. We miss them dearly, especially Mr. Bill’s famous fudge! We look forward to visits from both of them.

We are fortunate to have the following Blue Birds join our gift shop team this year: Angela Carrazco, Mary Cruz, Milo Cruz, Sylvia Esquivel, Alicia Hanavan, Gail Murray, Linda Sirket

Thanks to all our gift shop volunteers and staff for their hard work, their patience during times of change, and for the compassion they show our customers each and every day. You are all very special people, and we are so blessed to have your support.
The Finance Committee has approved grants to the following charitable organizations for 2010. Distribution of funds will be made in June.

### Community Support
- Any Baby Can: $10,000
- Children’s Bereavement Center: $13,000
- Juvenile Diabetes Research: $10,000
- Kinetic Kids: $7,000
- Make A Wish Foundation: $2,000
- Methodist Mission Home: $10,000
- Shiners’ Hospital Transportation Project: $5,000
- Spina Bifida Association: $12,000
- Transplants for Children: $5,000

### Methodist Support
- MHS Bereavement Programs: $10,000
- Case Management—Pediatric Units: $25,300
- Cattle Baron’s Gala 2010: $2,000
- Oncology Support (8 South): $6,000
- MSTH Therapeutic Pillows: $11,500
- Ribbons of Hope—Women’s Cancer Event: $2,000

**Total** $130,800
Nominating Committee
Ed Houser

As recommended by the Blue Bird Nominating Committee and approved by the Board of Directors, the following slate was voted upon and approved at the March General Membership Meeting and will be installed for 2009-2010:

Lynelle Stingent  President
Warren Alexander  1st Vice President (Membership)
Inez Timmons     2nd Vice President (General Meetings)
Beverly Rebmann   3rd Vice President (Gift Shop)
Marie Koonse     4th Vice President (Junior Volunteers)
Bobbe Gaskin     Treasurer
Marie Amass       Recording Secretary
Madeline Nagy    Corresponding Secretary
Youth Investment Program was established to provide educational scholarship funding to qualified Blue Bird volunteers (i.e. minimum 3.1 GPA and 350 minimum actual hours served).

2009-2010 scholarship recipients are as follows:

Katie Jones, UTHSC Dental School, Houston
Emily Gordon, UT School of Pharmacy, Austin
Jeff Davis, UT Medical School, Houston
Derly Cuellar, UT Medical School, Houston
Jania Dudley, UTHSC Medical School, San Antonio
Memorial Committee
Beryl Lamm

A total of 61 scholarship gifts were received over the past year:

- Lewis Fountain: 46 gifts, $2035
- Dorothy Martyn: 1 gift, $25
- Juanita Rhoads: 8 gifts, $315
- Ike Rhoads: 5 gifts, $280
- O.C. Swanson: 1 gift, $50

In memoriam....

Harvey Aude
Vince Balhorn
Peggy McKee
Lewis Fountain

Ike and Juanita Rhoads
Dorothy Martyn
Phyllis Weinman

Not pictured: Roy Campbell, Roland Aycock
Sewing Committee
Joan Wurst

They say time flies when you are having fun. Well, I guess I have been having more fun than I realized, as it just seems like yesterday that I wrote my last annual report.

My committee has put in 4,019 hours making 2,325 fish, 82 boxes of newborn caps, 61 heart pillows, 60 Christmas hats, 289 crosses for tray favors, 56 stoma bibs, 50 Christmas stockings, 10 grief bags and blankets.

A big thanks goes to all 22 members of my committee.
What Is A Blue Bird?

A Blue Bird is clean, polished in starched blue and white.  
Serving man to honor God, they think is so right.  
The Blue Bird is service in many ways too numerous to mention.  
Try calling on one if you need any attention.  
In the Gift Shop, raising funds with prices so fair.  
At SICU, they are patiently soothing all cares. 
On Admitting, patients are courteously taken to rooms. 
Mail and Flowers, deliver with love, all the blooms. 
In Surgery Waiting, they relieve family tensions. 
While Information phones rooms and gives directions. 
Escort Service helps the patients go home in joy. 
Sewing gives to each child a handmade clown toy. 
In Labor and Delivery, they do tasks as new life arrives. 
Down in the Snack Bar, they help doctors revive. 
MICU, CICU, Emergency all over the place. 
Just smiling, caring, helpful, whatever the case. 
What is a Blue Bird, the answer is complicated, 
By the amount of adjectives, and these all correlated. 
Artistic, talented, kind, considerate, and caring. 
Loyal, hardworking, calm, compassionate and sharing. 
Add all these together, and then add lots of love. 
Then you know that a Blue Bird is a gift from above.

Virginia Cervenka  
Blue Bird  
Written in 1988