



VOLUNTEER VOICE

Volunteer News from the Loudoun Free Clinic

July 2009

SPECIAL DOUBLE ISSUE ***Volunteer Recognition Event Held June 29th***

Our Mission:

To support healthcare for Loudoun County Residents who, as a result of economic or other barriers, would otherwise do without.

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This year's annual volunteer recognition event was held Monday June 29th in the atrium of Cornwall Pavilion next to the Free Clinic. Staff, Board members, volunteers, and their families gathered to celebrate with ice cream sundaes followed by an awards ceremony.

This year volunteers were honored with awards in several categories. See pages 2 and 3 of the newsletter for details.



Photo by Ivet Montano for the Loudoun Free Clinic

Dr. Beth Habte and her daughter scoop ice cream for make-your-own sundaes.

★

A special thanks to two volunteers who made the party a huge success:
Emily Sparrow, RN, for all her hard work decorating the Atrium.
Nancy Bruno, RN, for her generous donation of ice cream toppings, bowls, spoons, and water.

★



Happy Birthday!

Debra Temple (July 13)
Mubina Iqbal (July 16)
Barbara Thede (July 21)
Diane Holt (July 23)
Vineet Lall (July 25)

To everyone we missed, please accept our apologies and please update your profile so that we can wish you a Happy Birthday next time!

WELCOME NEW VOLUNTEERS!
Welcome to all the new volunteers who started with the Loudoun Free Clinic in June!

Daniela Encinas (Admin)
Anu Ganapathy (Admin)
Will Hymes (Admin)

Correction

Last month we reported that **Ivet Montano** would be enrolled at George Mason in the fall, which is incorrect—she will be attending Christopher Newport University. Our apologies, Ivet, and Congratulations! We wish you all the best!

Service Hour Awards



Jenny Lee displays her medal signifying 75+ hours of service.

Service hour award medals were given to 23 volunteers with who dedicated a tremendous number of service hours to the Clinic during FY2009.

The following volunteers were honored for service hours given between July 2008 and June 2009:

75+ Hours: Holly Beshore, Dr. Jan Brandt, Gabby Galeano, Anne Gutierrez, Dr. Raymond Hoare, Mubina Iqbal, Yasmina Lahlou, Jenny Lee, Chandavy Nhem, Beatriz Rodriguez, Julie Rowen

100+ Hours: Nancy Bossard, Grace Chaves, Camelia Drissi, Dorothy Fitzhugh, Sonia Fledderjohn, Dave Hess, Emily Houston, Karen Williams, Juanita Word

200+ Hours: Barbara Thede
1000+ Hours: Jeanie Testa

Thank you again to all of these volunteers, each of whom has made a real difference in our ability to serve patients!

5+ Years of Service



Nametags affixed with stars signifying 5+ years of continuous service.

14 volunteers were honored for dedicating at least 5 years of recorded service to the Loudoun Free Clinic.

The volunteers were announced by Clinic Coordinator Michelle Engel, and each volunteer can be recognized by a silver star affixed to his or her nametag.

Dr. Jan Brandt
 Dr. Banti Chand
 Grace Chaves
 Dr. Peter Chopivsky
 Dr. John Cook
 Dr. Mitra Dastgheyb
 Dr. Sarah Fletcher

Sandra Gray, RN
 Dr. Raymond Hoare
 Helen Jester, RN
 Dr. Seon Lee
 Bob Miller
 Donna Spurlock, RN
 Joanne Wallace

Peer Awards



Staff member Laura Gutierrez presents one of the five peer awards.

In the first months of 2009 all volunteers of the Loudoun Free Clinic were invited to submit ballots nominating their peers for Outstanding Volunteer of the Year in five categories: Medical Provider, Nurse or EMT, Interpreter, Administrative, and Above and Beyond.

The Peer Awards were presented by staff member Laura Gutierrez to five individuals chosen by their fellow volunteers for outstanding service. Each of the five recipients were presented with certificates in honor of their dedication to the Loudoun Free Clinic.

Peer Award Winners:

Medical Provider: Dr. Jennifer Kugler
 Nurse or EMT: Anne Gutierrez
 Interpreter: Beatriz Rodriguez
 Administrative: Yasmina Lahlou
 Above and Beyond: Jeanie Testa

Photo by Ivet Montano for the Loudoun Free Clinic

Clinic Honors Board of Directors

Acknowledgements were made during the recognition reception to the Catoctin Foundation Board of Directors, many of whom have served the Loudoun Free Clinic for several years.

In order of service, as announced by Executive Director Jennifer Montgomery:

- Cheryl Beebe (1 year)
- Sharon Meyers (1 year)
- Dr. David Stewart (1 year)
- Patrick McCabe (1 year)
- Anna Toth (2 years)
- Susan Carroll (4 years)
- Tom Dunlap (4 years)

- Bob Miller (4 years)
- Erin Smith (4 years)
- Jane Raymond (6 years)
- Kelly Hymes (8 years)
- Ashley Hunnicutt (8 years)
- Dr. Matthew Gavin (10 years)

Dr. Gavin of Leesburg Orthopedics was presented with a certificate of appreciation in honor of 10 years of service both as a board member and as a referral specialist for the patients of the Loudoun Free Clinic. As one of the founding board members of the clinic, Dr. Gavin and his partners generously see patients of the clinic for free whenever they are in need of an orthopedic consult or surgery.



Dr. Matthew Gavin accepts award acknowledging 10 years of service.

Photo by Ivet Montano for the Loudoun Free Clinic

Referral Specialists Awarded

This year more than 20 local specialists saw Loudoun Free Clinic patients in their offices at no charge. These providers have allowed us to provide free, local services to patients who otherwise would not have access to treatment without traveling to the University of Virginia. Several specialists were in attendance and were paid tribute by Katherine Lanouette, Assistant Clinic Coordinator. Referral Specialists who have helped the Clinic in FY2009 include:

- Dr. Mohammed Barazi
- Dr. Scott Cypher
- Dr. Ajay Dar
- Dr. James Gable
- Dr. Matthew Gavin
- Dr. Van Ha
- Dr. Rodney Kander
- Dr. Michael Kavanagh
- Dr. Amor Khachemoune
- Dr. Gary Kugler
- Dr. Alexander Melamud
- Dr. Roberta Moreland
- Dr. Ali Moshirfar
- Dr. Walter O'Brien
- Dr. Kevin O'Connor
- Dr. Michael Osman
- Dr. Mahesh Parameswaran
- Dr. Jeffrey Sedgewick
- Dr. Joanna Shuman
- Dr. Adil Usman
- Dr. Ian Wattenmaker
- Alleghany Optical

"We are forever indebted to our wonderful specialists. Without them, we would not be able to provide desperately needed services to our patients."
-Katherine Lanouette

Technical Support Awards

Acknowledgments were made to two organizations who have provided invaluable service to the Loudoun Free Clinic in the form of network and website support.

Capital Computers & Networks was on hand to accept a certificate of appreciation from the Loudoun Free Clinic for their incredible donation of support whenever the staff was in need. From the office computers to the fax machine, the Clinic could not

function without the work done by Capital Computers & Networks located in historic Leesburg, VA.

Also awarded was Tech Methods, LLC, which generously developed and donated a custom website to the Loudoun Free Clinic in addition to provided training and technical support. Thank you to the staff of Tech Methods for everything they have done for the Clinic!



Photo by Ivet Montano for the Loudoun Free Clinic

Dan Hunter of Tech Methods, LLC accepts certificate of appreciation from staff member Katherine Lanouette.

Thank You From the Staff

In this unprecedented time of economic hardship, I am constantly being asked how we are meeting the increasing needs of our patients. How are you meeting the needs with donations down, patient numbers up and some very complex, sick patients who need care? Although my answer is simple; what it embodies is far more complex. Volunteers! Without volunteers, we simply would not have a free clinic. It would be fiscally impossible. Many patients come to the free clinic at one of the lowest times in their lives; sick, without money and needing someone to care about them. As a clinic, we can give them medicine, tests, and treatments, but volunteers give them a gift that money can't buy; empathy and kindness. I am so humbled by the service that is offered from such a diverse group of people at the clinic. Volunteers of all ages (16 – 88), all education levels, and backgrounds come together for a common purpose: to improve the lives of their neighbors. I hope that each of you know what a gift you give, not just to patients, but to each other and definitely to the staff and board of directors. As a staff, we look forward to the arrival of every volunteer. We welcome your generosity of spirit, time, and goodwill. You lift up the staff when we are tired, frustrated, and ready to give up on the challenges we face. Your gifts are incredibly far-reaching and I thank you for every second you share.

Jennifer Montgomery, Executive Director

The Loudoun Free Clinic is a unique place and it is unique due to the volunteers that show up each and every week and selflessly give of their time and skills. Most of our patients have not seen a medical person in many years and they come here with aches and pains and in general, feel bad. When these patients come for a clinic, they are greeted and cared for by you, our volunteers, who make a difference in the patients care and their outlook. It is each and every person, from the check-in person at the front desk to the person that discharges the patient, from the person who puts together charts that are used at clinics to the person who calls and reminds patients that they appointments, each and every person makes a difference. Thank you for always helping, always being here on clinic days and nights and for giving back so generously.

Michelle Engel, Clinic Coordinator

Thank you volunteers for all you have done for our clinic and our patients. Our patients and our clinic are so blessed to have such a great group of caring volunteers like you. I have been working here for almost a year now and I have seen our volunteers work so hard for our patients. Every patient at this clinic has had the best service that they could ever get at a regular doctors office. Our volunteers are perfect!! I am so happy to have met you here at this clinic where we provide a great service to our community. I am looking forward to working with you in the future.

Laura Gutierrez, Patient Services Coordinator

The first day I walked into the Loudoun Free Clinic, I was blown away. I knew right away that this place was special, and that the volunteers were unlike anyone I had ever met. I am constantly amazed by your dedication to the Clinic, often volunteering every week or even every day, despite having extremely busy lives between families and jobs. It takes an extraordinary type of person to give of themselves so freely and so selflessly, and not a day goes by that I don't feel lucky to work alongside you.

What you do for our patients goes beyond medical treatment. You offer them dignity, compassion, and a place where they feel cared for. Most of our patients come to us under the most difficult of circumstances, when they are sick and struggling, when they have lost more than many people can fathom. In these times you offer them something that cannot be measured or described, and they leave the clinic knowing that they are not alone.

Thank you for all you do. I am inspired by you, and I believe each and every one of you has made a profound difference in the lives of our patients. I know you've made a difference in mine.

Kat Gatewood, Volunteer & Administrative Coordinator

Simply put, the Loudoun Free Clinic would not exist without you, the volunteers. You give up your free time, cheerfully come in to help with whatever needs to be done (including the never-ending search for charts), bring your talent and enthusiasm, and make it possible for so many people to receive medical care who otherwise wouldn't have access to it. Because of you, hundreds of people have a place to go when they are sick. They aren't forced to make the agonizing choice of feeding their family or getting the medical care and prescriptions they need. They know they'll be treated with the dignity and compassion that every person deserves. Your service is invaluable, and it is an honor to work with you. Thank you so much!

Cynthia Lehigh, Pharmacy Assistance Coordinator

It is a privilege to be able to work with people who understand the differences that they make not only in their own lives, but in the lives of others simply by giving of themselves. They say that those who can, do and those who can do more, volunteer. Your efforts and generosity make you all unique and special. Volunteers are golden and you all shine. You remind me that we make a living by what we do, but we make a life by what we give.

Katherine Lanouette, Assistant Clinic Coordinator

First Annual "Jeanie Testa Unsung Hero Award" Given

This year a new award was established by the Free Clinic to honor one volunteer that is recognized by the staff as being truly indispensable; an Unsung Hero. This Unsung Hero award has been named in honor of Jeanie Testa, who is and has been a hero to everyone at the Loudoun Free Clinic.

Jeanie started at the clinic in January of 2008, and since that time has dedicated more than 1,700 hours. Jeanie spends 3-4 days each week as an administrative volunteer, and has been an integral part of Clinic's success. Jeanie is truly indispensable to the clinic, providing much of the behind-the-scenes work that must be done in order for the clinic to meet the needs of its patients.



Photo by Ivet Montano for the Loudoun Free Clinic

Jeanie Testa accepting the Unsung Hero award on Barbara Thede's behalf.

This year, the recipient of the Jeanie Testa Unsung Hero award is Barbara Thede, a volunteer who has stepped up when she was most needed. In the last year the clinic has seen a dramatic increase in the number of phone calls from potential patients in need of services. Barbara, who became a volunteer with the clinic three years ago, has donated more than 650 hours of her time as a Spanish interpreter and eligibility screener.

Many months ago, when the clinic first started to sense the need for more volunteers to meet our growing patient base, Barbara did not hesitate. She has given countless hours and days to help screen and register patients so that they could receive medical care as quickly as possible. She has made an undeniable difference to the staff and, most importantly, to the many patients she has helped.

Congratulations to Barbara Thede, this year's Unsung Hero.

In the words of Cynthia Lehigh, who presented the award:

To our patients, Jeanie is the face of the Clinic. She's the human touch. She greets everyone with a warm smile and makes them feel welcome. During eligibility interviews, she listens with compassion as people tell her about their health and financial problems, and she offers them reassurance, encouragement, and sometimes a shoulder to cry on.

To the staff and volunteers, Jeanie is an inspiration. All of us have been touched by her warmth and compassion. Her positive attitude and great sense of humor lift our spirits. By her example, she inspired each of us to care more about others, and in that way, to be better people.

Because Jeanie has made such a huge difference in the lives of so many people, the Unsung Hero award has been dedicated in her name.

**VOLUNTEER NEWS FROM THE
LOUDOUN FREE CLINIC**

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