

**Boquete Health and Hospice**  
Council Meeting Minutes  
November 2, 2022, 10:00am

Attendees: John Ferguson, Craig Gatrel, Lesley Hughes, Natalie Kelly, Val Strahl, Kat McKay, Maxine Wolfe, John Quintana, Bev Tyler, Bill H., Dave Nichols, Denise Daniels, Rod Gottula

**Medical Update Director** (Dr. Shannon Tuer) – No Report, however she did speak with John F. There are still people getting Covid, and she suggests that we remain vigilant.

**Upcoming Events:**

**See BHH Council Rolling Calendar** (See full calendar below)

November Items:

Nov 2 – Open Council Meeting - to inform those in attendance of the vote and the new proposed bylaws.

Nov 7 - Retire in Panama Tours, 6 pm Panama time (Oscar Pena) will talk about Health care systems in Panama and mention BHH. They will sell the Being Prepared pdf with all proceeds to BHH. Retire in Panama Live on Facebook, Healthcare PLUS Q & A. Get registered HERE: <https://retireinpanama.clickmeeting.com/heath.../register>

Nov 9 – General Meeting.

- Membership vote on bylaws change

- Presentation – Medical Emergencies by Max Wolfe & Lesley Hughes.

Nov 19 – Blood Drive

Nov 28 – Notice to inform membership of upcoming elections and to ask for nominations

**Council and Team Reports**

**Report from John Earle**

No Report.

**Patient Care Coordinator** (Bev, Craig and Denise) –

One death yesterday.

Nurse list – given to 1 person

Equipment Loaned – 10

Equipment returned – 6

Equipment loan extended – 2

Equipment denied - 0

Equipment donated – walker and wheel chair

Pt changed mind about borrowing equipment – 1

Supplies (pampers) n/a

General questions: 2

Hospice – 1 – support calls to wife, arrange return of equipment he isn't using

Lengthy phone call with man who has called many times asking for a wide variety of things. His need seems

real but he is asking for things outside our mandate eg to deliver small amounts of groceries.

**Financials** (Bill Hinrichsen)-

<b>Accounting Summary for the Month of October 2022</b>			
	<b>BEGINNING CASH BALANCE - OCT 1:</b>	\$ 35,903.24	
	<b>INCOME/DONATIONS</b>	Current	
		Month	
	Art Auction		
	General	\$ 100.00	
	Tuesday Market	\$ 100.00	
	Memorial		
	Blood Drive		
	Being Prepared		
	On-Line		
	Equipment	\$ 50.00	
	Respiratory	\$ 200.00	
	<b>TOTAL</b>	<b>\$ 450.00</b>	
	<b>EXPENSES</b>	Current	
		Month	
	Foundation Fees		
	Administration		
	PCC Contingency		
	Phone	\$ 20.18	
	Animales Bldg Rent		
	Equipment Locker Rent	\$ 720.00	
	Equipment New		
	Equipment Maintenance		
	Equipment Misc		
	Equipment Insurance	\$ 346.51	
	Respiratory New		
	Respiratory Misc		
	Blood Drive		
	Being Prepared		
	Printing		
	PR		
	Training		
	Database		
	Website		
	Ambassadors		

	Bank Fees				
	Gifts				
	Music Magic				
	Legal/Accounting				
	Covid Tests				
	Misc				
	Art Auction				
	<b>TOTAL</b>	<b>\$ 1,086.69</b>			
	<b>ENDING CASH BALANCE - OCT 31:</b>		<b>\$ 35,266.55</b>		

Cash Donations - report from Kat & John F

\$50 from Alicia McGuigan

\$200 from John Condron

**Respiratory** (John F) –

We had 1 return from a Panamanian client.

We had 1 check out for an Expat client.

We had one switch out caused by an error light and the compressor stops after 15 min.

We currently have 10 units available and 4 units for repair in the locker.

**Equipment** (Sally/Kat McKay/Cat Vann)

It was a slow month for equipment loans but a fair amount of returns and donations.

Equipment Loaned- 9 pieces 2 Panamanians, 5 ExPats

Equipment Returned- 20 pieces

3 Panamanians , 7 ExPats

Equipment Donations

Medications and leg and arm braces from Steve Wood

Walker and wheelchair donated by Noel Rayhill

Equipment Repairs needed

1 pair crutches

1 toilet seat riser

1 BSC

Will be addressed by Bill Haldeman

**Mental Health Initiative** (John E)

No report.

**Community Group** - (Dr. Rod)

Has reached out to 5-6 vol organizations in Boquete to try to coordinate projects among the groups. BCP, Rotary, Amigos de Boquete and others. Still in discussions.

Rod asked if there was interest in starting an initiative for caregivers. There was discussion about if within the mandate of BHH, who would lead the effort, past interest in the activity. Dr. Rod will get with Lesley regarding names of members that may be interested in participating. Craig suggested contacting Liz Bolt to determine interest.

**IT Team** (Chris McCall)

No report.

### **Ambassadors Team**

Currently it has twelve members (5 for Meeting Team, 1 for Driving Team, 2 for Thank You Team, 2 for Baskets Team, 2 for Tuesday Market Team). Definitely need more help for the Meeting Team, and for the Driving Team (drives patients to appointments). If you can help, please contact Lesley Hughes. ([lesleyahughes@gmail.com](mailto:lesleyahughes@gmail.com))

### **Blood Donor/Blood Drive** (Carmen, John Q)

Requests for blood received: 4

Requests approved: 4

PINTS Collected since 2019 ---> 347

End of pints : 164 This amount includes the extra donors we have in patients. We received a check in from Zaida by October 3<sup>rd</sup>. Remember that some patients have family and friends, and we ask them to get donors, that's why we have to wait some time after we help with the blood.

Patients helped this year, 2022 60 18 Expats / 42 Panamanian

BLOOD DRIVE November 19th

We have 63 donors who signed up already.

Requests for blood received: 9

Requests approved: 9

Pints collected since 2019: 347

2022 people helped: 56 (17 Expats and 39 Panamanians)

numbers are exceeding the last blood drive.

### **Hospice and Family Care** (Ellen)

No report.

### **Translation Team** (Carmen/Luis/Bill)

Currently it has five members. This team does both verbal and written translations and would greatly welcome more members. If interested, please contact Lesley Hughes. ([lesleyahughes@gmail.com](mailto:lesleyahughes@gmail.com))

### **Music** (Art/Val)

Nothing to report.

### **Training** - (Max)

Next New Volunteer Training Class will be held Jan 23, 25 and 27 at the Animales Building (Note - you must attend all three days). 9 am to 3 pm. 10 people so far have expressed interest. 12 is the most we can take. Dave will put out a notice about it.

### **Education** - (Sandra)

Being Prepared Workshop - Jan 12, 2023 at the Animales building. More info to follow. If interested in attending, send email to Sandra Cripe - [smcripe@gmail.com](mailto:smcripe@gmail.com).

### **Meals - (Leslie)**

We provided two meals for 1 person.

### **Newsletter (Natalie)**

**Holiday Issues:** Natalie will be in the US for most of November and would prefer to keep these issues short, so don't stress yourselves coming up with copy.

#### **NOVEMBER**

**Deadline for submissions:** Friday, November 11

**Publish date:** Tuesday, November 22

#### **DECEMBER**

**Deadline for submissions:** Friday, December 9.

**Publish date:** Sunday, December 18

#### **We're seeking a Newsletter Coordinator to assist Natalie:**

- The Newsletter Coordinator will coordinate submissions from the BHH staff for the newsletter each month. This includes generating story ideas, emailing a monthly request and reminder for material, following up on missing information, and finally, consolidating all articles and photos into a Word document to send to the Newsletter Editor for final editing and upload into MailChimp.
- We need someone who is a good organizer or project coordinator/manager with strong communication skills. This is not a writing or editing position unless the person has those skills and would like to use them.
- Contact Natalie if you're interested or know of someone.

### **Communications Team (formerly Marketing)**

Currently it has four members (one for the newsletter, one for graphics, and two for social media). Need help for the newsletter so Natalie isn't overworked. Please contact Natalie for newsletter ([nataliekelly123@yahoo.com](mailto:nataliekelly123@yahoo.com)) or Deb for social media. ([debhornstra@gmail.com](mailto:debhornstra@gmail.com))

### **Community Outreach Team - (Lesley)**

Currently it has three members. Lesley Hughes will be team leader. Anyone else interested in helping reach out to the various doctor's offices, businesses, Mayor's office, etc and help them learn about BHH, please contact Lesley. ([lesleyahughes@gmail.com](mailto:lesleyahughes@gmail.com))

### **Events & Fundraising Team - (Lesley & John Q)**

Currently it has three members. Lesley Hughes will be the team leader. First meeting held Monday, Oct 31 to discuss event ideas and possible dates. Anyone interested in helping would be very welcome. Please contact Lesley if interested. ([lesleyahughes@gmail.com](mailto:lesleyahughes@gmail.com)).

John Q has put out many flyers around town!

Restaurant owners are welcome to have a table to advertise their businesses ( with a \$100 donation to BHH).

### **Carnival (Mardi Gras) BBQ Party - 1 day only, charity event. family event. Mardi Gras type of calling it Boquete Carnival. This is a family event.**

- 1) Tentative Date Feb 18
- 2) Title: BHH Carnival (Mardi Gras) BBQ

- 3) Open to the community (adults and children)
- 4) Activities - Face painting, jumping castle, food, DJ, and bar
- 5) Location - Aniales Building
- 6) Expected turnout - 60 adults and ??? children
- 7) Estimated expenses (DJ, Aniales building rental (2 days), printing of flyers, balloons, paper plates and glasses and napkins - \$200
- 8) Estimated Income \$900 (60 adults x \$15 per person ticket) + \$5 per child

### **Bingo with appliances/TV/gifts as prizes**

Tentative Date July 5

- 2) Title: Bingo
- 3) Open to the community (adults)
- 4) Activities - Bingo, and bar
- 5) Location - Aniales Building
- 6) Expected turnout - 40 adults
- 7) Estimated expenses (bingo cards, Aniales building rent, printing of flyers) \$200
- 8) Estimated income \$2,000
- 9) Some local merchants have been approached and seemed agreeable with donating large prizes.

### **Volunteer Management** (Dave)

Survey sent out on 6 October - 20 answers that day, As of Oct 30, only 33 answers (1 person answered not here anymore). 69 Volunteers/33. Not quite 50 %.

#### **Next steps:**

- Begin calling those that haven't answered and ask one question "Are you still interested in volunteering for BHH"
- Validate phone & email they gave me w/ database
- Consolidate response and anonymize the answers as much as possible and get the data to the counsel

#### **Other:**

Dave will be calling previous volunteers to ask if they still want to be considered future volunteers to BHH. There are questions about whether or not the volunteer application document on the website is working.

### **Old Business -**

Deleted 2022 Old Initiatives and On Hold Initiatives for 2022. New 2023 Initiatives will be added soon.

### **New Business -**

Council voted to change the bylaws to better organize the workload. Changes were approved unanimously. Changes to the bylaws will be voted on in the general meeting on November 9, 2022 for approval of the membership. Changes were made to the organizational structure in order to better support the BHH mission and better spread the workload. The Vice President position will be split into two positions. One will be the VP of Operations, and the other will be VP of Community Outreach.

### **[BHH Council Rolling Calendar-Updated 2022\\_10\\_31](#)**

November 2022

Nov 2 – Open Council Meeting - to inform those in attendance of the vote and the new proposed bylaws

Nov 7 - Retire in Panama Tours, 6 pm Panama time (Oscar Pena) will talk about Health care systems in Panama and mention BHH. They will also sell the Being Prepared pdf with all proceeds to BHH.

Nov 9 – General Meeting

- o Membership vote on bylaws change
- o Presentation – Medical Emergencies by Max Wolfe & Lesley Hughes

Nov 19 – Blood Drive

Nov 28 – Notice to inform membership of upcoming elections and to ask for nominations

December 2022

Dec 7 – Council Meeting

Dec 14 – Volunteer Appreciation Luncheon 1 to 3 pm (in lieu of meeting and presentation) **Please wear your purple shirts, and photos will be taken.**

Dec 28 – Notice to inform membership that nominations are closed

January 2023

Jan 3 – Treasurer transfers funds to Sofia Valdes for annual foundation fee - \$400

Jan 4 – Council Meeting

Jan 6 – Treasurer sends Prior Year financials to Accountant (Donations/Expenses/Bank Statements)

Jan 11 – Annual (General) Meeting

- o Presentation – Council’s Goals & Plans for 2023 by entire Council
- o Election of Council officers

Jan 12 – Being Prepared Workshop

Jan 23, 25 & 27 – New Volunteer Training Class

February 2023

Feb 1 – Council Meeting

Feb 8 – General Meeting

- o Presentation – Social Media at BHH with Deb Hornstra

Feb 18 – Carnival Fundraiser (tentative – need Council approval)

March 2023

Mar 1 – Follow up with accountant to make sure reports sent to attorney

Mar 1 – Pay for lockers 7 & 6 (\$1920)

Mar 1 – Council Meeting

Mar 8 – General Meeting

- o Presentation – Dental Care & Dental Emergencies with Dra. Luz

April 2023

Apr 1 – Follow up with attorney to make sure reports filed with government

Apr 5 – Council Meeting

Apr 12 – General Meeting

- o Presentation – Healthcare Services 101 with Dra. Shannon Tuer

May 2023

May 3 – Council Meeting

May 10 – General Meeting

- o Presentation – Snakes in Boquete with Mike Hill

June 2023

Jun 1 – pay for locker 9 (\$960)

Jun 7 – Council Meeting

Jun 7 – Pay insurance on lockers

Jun 14 – General Meeting

o Presentation – Long Term Care, Rehab & Nursing Homes with Bev Tyler, Rod Gottula, Liz Bolt & Chuck High  
 July 2023  
 Jul 5 – Council Meeting  
 Jul 12 – General Meeting  
 o Presentation – Palliative & Hospice Care in Boquete with Dra. Shannon Tuer  
 Feb 15 – Bingo Fundraiser (tentative – need Council approval)  
 August 2023  
 Aug 2 – Council Meeting  
 Aug 9 – General Meeting  
 o Presentation – What You Need in an Emergency with Rob Ryan, John Quintana & Craig Gatrel  
 September 2023  
 Sep 6 – Council Meeting  
 Sep 13 – General Meeting  
 o Presentation – Ambulances & Hospitals with Sandra Cripe and Rodny Fuentes  
 October 2023  
 Oct 4 – Council Meeting  
 Oct 11 – General Meeting  
 o Presentation – What You Need to Know about Parkinson’s with Dra. Shannon Tuer  
 November 2023  
 Nov 1 – Council Meeting  
 Nov 1 – Pay for locker 3 (\$720)  
 Nov 8 – General Meeting  
 o Presentation – Pharmacies & Meds in Boquete (speaker to be announced)  
 Nov 27 – Notice to membership  
 1. Slate  
 2. Ask for nominations  
 December 2023  
 Dec 6 – Council Meeting  
 Dec 13 – Volunteer Appreciation Lunch (in leu of meeting and presentation)  
 Dec 27 – Notice to membership that nominations are closed  
 January 2024  
 Jan 3 – Council Meeting (approve budget & set initiatives)  
 Jan 3 – Send notice of annual meeting and post on website  
 Jan 10 – Annual (General) Meeting  
 o Presentation – Council’s Goals & Plans for 2024 by entire Council  
 o Election of Council officers

### **2022 Initiatives Completed**

- Lesley is now a signatory at Global Bank – Laurie will be backup
- 2022 PROPOSED BUDGET – Department budgets were reviewed and revised and distributed to voting Council members. Budget will be reviewed on a quarterly basis.
- Respiratory Contingency Backup identified (Luis Botero)
- Respiratory - Train David Yavitz



- Respiratory - Have a training class for existing team, then another in Feb. for any new team members
- Respiratory - Follow up with company in Panama about repairs on the concentrators they have, and if we need to order parts, etc.
- Quarantine time for the concentrators shortened from 12 weeks to 2 weeks
- Equipment – Identify and Train people to act as data coordinators
- Equipment – Contingency Team Leader – Kat McKay
- Equipment - Sarah Terry new team member for both equipment and the bed team.
- Equipment - New equipment budget submitted.
- Equipment - Deborah Hanna is willing to lead Caregiver’s Support Group
- Equipment - Train Leslie Sherling as additional coverage equipment team during summer
- Equipment - Get new database up and running. First, use Christine’s until Chris’s database is ready.
- Equipment – Find and train more volunteers
- Education - Michael Pollack is a trainer for dealing with trauma. There is the possibility of him doing 10-minute trainings alternating monthly with Dr. Rod.  
**(Zoom Only)**
- Education - Discussion of pamphlets distributed in Spanish to doctors’ offices, etc. Brochure is in the process of being re-done.
- IT – Continue work on the new website and the new database. Move website to completed.@@@@@
- PR - In 2022 look at updating the brochure (500), business cards, banner with updated logo, new hours, etc.
- Ambassadors - Need to update the Ambassador list
- Ambassadors - Kay Wade will continue with Thank You notes
- Ambassadors - Penny Barrett is the new team leader
- Blood - Mary Nieves will be trained by Carmen as her contingency back-up person for the blood line calls. Mary is a bilingual, retired nurse who has helped at the last 2 blood drives. Mary has the blood line phone SIM card.
- Hospice and Family Care – John and Babbie will investigate new team lead.
- Training - Char is willing to help with the training. **(Zoom Only)**
- Trainers - Possible Trainers has been identified. Dave Nichols (Lead) and Pat Bozanich (contingency) have been identified.
- Hospice and Family Care - Deborah Hanna is willing to lead the Caregivers Support Group once we are ready to start that.
- Team Lists updated
- New volunteer training class completed January 28, 2022.
- Being Prepared - Post the information that changes (i.e. phone numbers, funeral homes etc.) on our website.
- Blood - Found tech person to promote the next blood drive and setting up Instagram accounts.
- Being Prepared – Sandra and team completed the update for the Manual content for new printing.
- Education - Craig suggested a session each month during the General Meetings to cover topics such as “what to do when...” and various topics as training snippets. This will be called “BHH Awareness.”

- Dave created an Instagram for use in reaching younger audience.
- Being Prepared - Quarterly (?) Being Prepared Workshops. Next session scheduled for April 20, 2022.
- PCC - Recruit and train backup/3<sup>rd</sup> PCC (possible candidate identified) (Important item since Craig and Bev will be out of country same time).
- Being Prepared - Spanish Translation (in process by Carmen and Luis, Bill Hindrichsen added to team) (in process)
- Hospice and Family Care – Need to identify new team leader. (Bev and Craig)
- Blood - We will start promoting in May - with some informational articles in the newsletter, etc. (in process)
- June 11 Blood Drive- 55 pints collected
- Blood – flyers posted at the spay/neuter clinic just prior to the blood drive.

### **2022 Initiatives In Process**

- 2022s have been deleted. New 2023 Initiatives will be added soon.

### **2022 Initiatives On Hold**

- 2022s have been deleted. New 2023 Initiatives will be added soon.