

## **BHH Council Minutes November 6, 2024**

President Rod Gottula called the meeting to order at 10:02 am. The meeting was in person at the BHH office and via zoom.

Members in Attendance:

Dr. Rod Gottula (President), Bill Hinrichsen (Treasurer), Kat McKay (Vice President), Lorraine Handler (Secretary), Jeanie Miller (V.P. Communications), Laurie Collier (Blood Drive), Chris McCall (Technology), Liz Baze (PCC), John Earle (Past President)

Via Zoom: Carmen Restrepo (Blood Drive)

President's first order of business was to review the agenda items.

**Appreciation for a Job Well Done!** Dr. Rod thanked the equipment team for their work in handling a large number of equipment the check-ins and check-outs during October.

**Ambassadors -**

Thank you Kat for filling in at the market.

**Medical Director's Update -**

It was noted that October was Breast Cancer and Prostate Cancer Awareness month.

**Blood Team -**

Laurie Collier reported: The date of the blood drive has been changed to Saturday, November 23 at UNACHI. There are currently 29 donors registered. Change of donor qualifications: donors now are only required to have been in Panama full time for 3 months rather than 6 months as before. More promotion is being done to get more donors as well as matching fund donors.

There is a change of procedure for requesting blood. The patient or doctor will contact the blood bank directly. 777-8817. This reduces the workload on the PCC's and blood team.

Chris updated fliers to include QR code for registrations.

**Community Outreach -** No additional information

**Communications -**

Jeanie summarized the procedure for formulating promotion in your area, such as blood drive, Being Prepared. The request with appropriate information is to be sent directly to Jeanie. She will get Dr. Rod and Kat's approval of the content, etc. Jeanie will formulate and then pass along the information to the

new social media company to be created, including graphics. A monthly calendar will be set up for scheduling the time and dates items will be sent out.

### **Events and Fundraising**

The fundraising group will meet next Monday, November 11th to brainstorm ideas for fundraising for 2025.

### **Being Prepared**

Kat reported that there are not many registrations for the upcoming workshop on the 20th. It was mentioned that the booklets are no longer available in pdf form. They are available for \$10 at Tuesday and Thursday markets, Mailboxes as well as at the workshop.

### **CPR**

There are about 20 signed up for the CPR training. 5 dummies are available for the class. The CPR team says they can handle up to 30 participants. There will be some teenagers at the upcoming class on November 13th which follows the general meeting..

### **Presentation**

The speaker for Next week's general meeting is Jessica Bell of PhysioBoquete. Kati s working with Lloyd Cripe to be the speaker for the January meeting. "Effects of Weather on our Wellbeing".

We need your help to arrange for more speakers for next year.

### **Equipment Team - previously discussed**

### **Respiratory**

The respiratory team met yesterday to review the equipment in inventory. They will be getting rid of broken concentrators and related equipment that can not be repaired that are currently just taking up space. There are a number of concentrators ready and available to go out. Cary Gordon Trantham will be bringing in a container from the US in early 2025. She offered us the opportunity for us to put medical equipment in the container - sharing the shipping cost

### **Financial**

It was noted that the dollar amount (\$4060.) for fundraising in the financial report appears low. The \$2500 matching donation from the Wine Tasting has just been deposited and will appear in November summary.

### **Hospice and Home care**

Hospice is currently has 8 patients. Dr. Rod and Valorie are the only BHH volunteers making the home visits. People with medical background, preferably

speaking Spanish, are needed for home visits. Dr. Rod is meeting with a nurse who could be a potential for hospice care visits. Following home visits, Dr. Rod will let the PCC's know how the hospice support team can assist the patient and/or family.

**Magic of Music** - It was suggested that 20 of the new music fliers be printed to be given to hospice patients and families.

#### **Newsletter** -

Chris thanked those who gave him articles for this month's newsletter. The Social media company will be taking takeover preparing and sending the newsletters starting next year..

#### **Suicide Hot Line** -

The new hotline is off to a good start. There were 14 calls in October. Several calls were more than 15 minutes. One caller lamented that his friend committed suicide before the hotline was available. John thanked Jeanie for a good information piece. He requested more media coverage.

John wanted the hotline number be added to the website. Bill indicated it is there now.

Two possible recruits - A gentlemen met with John and Dr. Rod following the council meeting and Dan will be interviewing another lady.

#### **PCC'S**

There was a question as to how a PCC call from a person asking about volunteering is handled. Liz said the person should be referred to Kat, the volunteer coordinator.

Liz indicated that the PCC's will be taking over managing the equipment in the data base. It is hoped that this will reduce the mistakes and confusion.

Some of the medical items are currently in low supply. Liz said it is difficult when a hospice patient is denied an item such as a hospital bed because they are out of stock.

**Social Media** - This was discussed in communication.

#### **Technology** -

Chris addressed the equipment problems and suggested a solutions as he sees it. If a copy of cedula was taken when a piece of equipment was borrowed, people might be more likely to return the items.

Working with the database is challenging for the equipment team since they are not trained and do not use the system frequently enough to become compliant. In the past this was done by Craig, he was knowledgable and helped to build the database. We do not have any volunteer to replace what Craig did for Hospice..

Chris suggested we consider hiring a person to work 4 hours a day to manage inventory, handle check-ins and check-outs and other miscellaneous duties.

## **New Business**

1. There was a discussion regarding our obtaining a US bank account. It appears the best solution is to hire a US attorney to manage this. Our volunteers are quite old and frequently coming and going. Dr. Rod will followup on this with his niece in Colorado.
2. **Volunteer luncheon**  
Jeanie will be sending the invitations for the December 11th luncheon today.
3. Dr. Rod reminded us and discussed the importance of referring major donors to the President and Donor Relations.
4. Reminder that general meeting will be in the library starting January 2025.
5. Reduced duties for Chris McCall. His sole job will be writing code for the data base. The PCC's will be taking over logging the equipment in the database.
6. Jeanie needs any and all login and passwords associated with BHH be forwarded to her to be centralized on one computer at he office for safe keeping. MailerLight, Instagram etc.
7. Social media marketing company was covered in the Communication section.
8. The procedure for getting social media for your branch was also covered in communication.
9. Elections - Dr. Rod announced he is retiring from the position as president.. He will continue with hospice patients. We must be thinking about the upcoming elections.

The Meeting adjourned at 11:23AM

Respectfully submitted,

Lorraine Handler  
Secretary  
Boquete Health and Hospice



# Boquete Health and Hospice Council Meeting Agenda November 6, 2024 - 10:00am

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Meeting will be at Hospice Office across from the Library and via zoom.

## Join Zoom Meeting

<https://zoom.us/j/95064276433?>

[pwd=a4q3pwcYQ60X8D7ZHsSTh2GQUKXP7f.1](https://zoom.us/j/95064276433?pwd=a4q3pwcYQ60X8D7ZHsSTh2GQUKXP7f.1)

Meeting ID: 950 6427 6433

- You're invited to attend our next Council meeting on Wednesday November 6th - 10am at BHH Office. The meeting will be broadcast on Zoom. (Zoom link above). At this meeting Council members and invited team leaders will have an opportunity to update the Council on the activities of their teams, including what has been accomplished, what is in progress, and cover any problems, issues, or help needed.
- Many of you have been asked to provide a written report prior to the meeting. In that case, unless there is some additional information to cover, there is no need for you to repeat your report. Where possible, we would like to keep the meeting within an hour's timeframe. So please keep any commentary brief and cover only the highlights as necessary.
- One of our goals this year is to create a culture of appreciation at BHH, and to ensure a rewarding experience for our volunteers. Our Council meetings are the ideal place to recognize the hard work and achievements of team members. Please keep this top of mind throughout our meetings.
- Council meetings also provide an opportunity to share new ideas with the Council for their review and possible action. To do so, please submit a request in advance to your team leader who will then pass it along, if appropriate, to the Secretary, Lorraine Handler prior to the meeting. This allows us to manage any new business effectively.
- We appreciate your time, talents, and passion, and thank you for all you do to make our programs and services possible. We hope to see you at Council and monthly meetings and encourage your active participation in helping to make 2024 our best year ever!

All the best,  
Dr. Roderic Gottula  
President

**Upcoming Events:**

November 6 - Council Meeting at BHH Office  
 November 13 - General Meeting - Jessica Bell of PhysioBoquete  
 November 13 - CPR Training following general meeting at 11:30am  
 November 21 - Being Prepared Workshop - 9am at Animales Center  
 November 23 - Blood Drive - 7am at UNACHI  
 December 4 - Council Meeting - BHH Office  
 December 11 - Volunteer Appreciation Luncheon- Animales Center  
 January 8, 2025 - Council Meeting - BHH Office  
 January 15 - General Meeting - Announce officers and board for 2025  
 Presentation b Lloyd Cripe - "How the Weather changes effect our attitudes"

**President, Dr. Roderic Gottula to moderate the Council Meeting**

**Council Members in Attendance:**

## **Council and Team Reports**

### **Appreciation for a Job Well Done!**

We appreciate the tireless work of all our volunteers.

### **Medical Director's Update - Dra. Shannon Tuer**

During the month of October, Panama recognizes both Breast Cancer and Prostate cancer awareness. One of the goals of Breast Cancer Awareness Month is to promote awareness of the condition. It's also intended to fund breast cancer research and stress the importance of early testing and detection. We use the pink ribbon to help create this awareness and encourage women not only do their breast cancer screenings, but also encourage their family and friends to do them also . These screenings should be done yearly beginning at the age of 40 , or earlier if there are risk factors. The incidence of breast cancer has risen during the past 10 years , but the mortality rate is declining. We also try to increase the awareness of breast cancer in males during this time .

The risk of Prostate cancer increases with age , and screening should begin around the age of 40. It consists of a simple blood test called PSA, and if it produces a suspicious result a MRI can help detect lesions on the prostate gland . We use a blue ribbon to recognize prostate cancer awareness month.

## Ambassadors - Team Leader needed

Ambassador team has been working really hard with both markets and the several meetings that needed to be set up. Many Thanks to all the members. They are a valuable support team.

## Blood Team - Carmen Restrepo and Laurie Collier

### Summary of Meeting on October 29, 2024, at Hospital Regional

In attendance:

Dr. Reinell Camargo - Director of Hospital Regional

Lic. Edwin Cedeño - Director of the Blood Bank - 6404-2267

Dra. Dinora Mendoza - 6549-8049

Blood Bank number - 777-8817

Bill Hinrichsen - BHH

Laurie Collier - BHH

The topics of the meeting concerned our relationship with the blood bank and the upcoming Blood Drive.

### Blood Drive

1. They have committed to do a blood drive at UNACHI on November 23. UNACHI is doing a 2-day blood drive just like in June. Hospital Obaldia is collecting the blood on Friday, November 22; and Hospital Regional on Saturday, November 23.
2. The Directors don't think it makes sense to also do a blood drive the week before. **BHH will cancel the Nov. 16 blood drive at Animales and work with UNACHI to help bring blood donors for the Saturday, Nov. 23 blood drive at UNACHI.**
3. BHH will make the changes in promotion and contact donors who have already committed.
4. **The travel restriction for donating blood is now 3 months instead of 6 months.** That is good news for our expat donors who tend to travel a lot.
5. Blood donors are donating their blood voluntarily. They are not guaranteed blood in the future. However, they said, if the patient tells them that they have donated blood through BHH in the past, they will try to give them special treatment to get the blood they need.

### Relationship with the Blood Bank

1. **We no longer need to be the intermediary for requests for blood. People can contact the Blood Bank directly at 777-8817.**
2. We will replace our WhatsApp blood line number with this one for people to solicit blood. New blood donor cards/Matching Fund cards will show the new number on the back. We will consider in the future if the donor cards are needed and useful.
3. If they are in Hospital Regional or in emergency there, the patient or their doctor can request blood, and it will be given as long as the blood is available.
4. If they are in a private hospital, the patient's doctor can request the blood from the blood bank, and it will be provided if the blood is available. The private hospital gets the blood for free from the blood bank. The private hospital MAY charge the patient an amount, as it depends on the current policy of the private hospital, and we have no control over it.
5. We will continue to help get blood donors and keep a blood donor database of our own.
6. We no longer have to keep track of patients we help get blood because they will contact the blood bank directly.

**Communications - Jeanie Miller V.P**

BHH has lacked a clear communications and marketing strategy that resonates with members, volunteers, and the local community. We have now brought on a social media specialist to help us develop a cohesive marketing approach. His expertise will enable us to effectively communicate the purpose and values of Boquete Health and Hospice through various channels. We are also focused on making it easier to access information about our organization and to sign up for classes and our newsletter. Our aim is for the local community to understand our role and how individuals can engage through volunteering or support. This is a gradual process that will involve ongoing discussions with the Council and Board of Directors. I genuinely want to emphasize our importance to the community moving forward and welcome any suggestions you may have.

**Community Outreach - Lesley Hughes, Team Leader**  
Community Outreach Team - October 2024

During the last half of September and October the team visited:  
15 Doctors and Clinics (mostly in early October)  
3 Laboratorios  
8 Representantes (mostly in late October)  
Brochures and business cards were distributed.

The scholarship committee met to discuss options for our recipients. It was decided that for Roberto and Deisy, we would talk with them about their acting as a conduit for teaching their professors and classmates about their BHH and hospice care experience. It was felt that these two would make great ambassadors and educators and help further the mission/objectives of BHH and the Community Outreach Team - which is to provide education about the services that BHH offers in the community.

BHH was invited to have a table at the recent Book Fair at the Biblioteca de Boquete. The fair was well attended by young and older persons. We were able to promote BHH with flyers and personal conversations about our Blood Drive, CPR classes, Being Prepared and general volunteer opportunities. We had 12 people interested in helping BHH. Two were Rn's that were bilingual. We hope that most of them will find a place to help our organization.

I wish to thank our volunteers that helped me accomplish this event. Cat Vann, Blanca Gonzales Miranda and Yoleida Valasquez. And a big thank you to Jeanie Miller for printing the many flyers that we handed out!

At the fair we received a surprise donation from Anita Frogge of \$350.00 We had helped her husband Charlie during his last months of life and she was very grateful.



### **Donor Relations -Team Leader - Open**

Kat McKay met with a volunteer that will consider this position beginning in 2025. She has corporate sales experience and thinks she would enjoy this position

### **Events and Fundraising - Jeanie Miller V.P.**

Our fundraising group has been quiet, but we are starting back up Monday Nov 11th. Several members are not in town during the holidays, which makes it challenging for meetings and ideas. However, we are going to start building on several ideas we have had floating around and getting into the swing of things once the Holidays are over.

1. If you have any ideas for fundraisers and want to help spearhead them, please let me know.
2. Several ideas we have had to maybe expand on: A Night at the Races, A Bunco Night, A Family fair with the Panamanian Community with things like small town county fairs have.
3. The challenge as always is to figure out something that is unique and different. We are also willing to do the Poker Run #2 during the dry season as we are familiar with that and what is required for that event to be successful.

### **Education Team Report - Kat McKay**

There is no report at this time.

### **Being Prepared - Charlotte Lintz - Team Leader**

There is a Being Prepared Workshop scheduled for 9:00am Wednesday, November 20th at the Animales Center.

### **CPR Team - Bob and Kelly Honyak**

If you have not attended a CPR class or need a refresher, Boquete Health and Hospice's next scheduled CPR training will take place following the meeting on November 13th at 11:30 AM at the Animales Center.

The workshop will begin with an explanation of what CPR is, how it works, and its limitations. You will watch an excellent and informative video that shows how the heart functions, detailing what happens when CPR is performed correctly and incorrectly.

The class will be divided into small groups, with each group having an instructor who will demonstrate how to properly perform CPR using a manikin. Each participant will have the opportunity to practice hands-on CPR as well as the Heimlich maneuver.

This is a worthwhile and enjoyable experience. You will learn how you can be extremely helpful in an emergency situation, even if you are not the person performing CPR.

**Training - Team leader Open**  
No report at this time.

**Equipment Team - Kat McKay/Sally/Cat Vann**

**Equipment team report**

Loans- 21 pieces- 4 Panamanians and 7 ExPats

Returns- 4 pieces- 4 ExPats

Busy month for checkouts but slow month for returns. This is creating a shortage of many pieces of equipment. We are at a critical stage in inventory for concentrators, toilet seat risers, and wheelchairs. There are 2 beds available for loan. I am suggesting that we try to call one day a week. I will ask the equipment team to try and accomplish this. The longer we let the equipment loans stay out the worse shape they come back to us. This costs us money to replace. Please consider donating a few hours of your month to help us get caught up.

**Respiratory - Bill Haldeman - Team Leader**

The October report for respiratory.

3-concentrator 34 checkout

11-concentrator 13 checkout

12-concentrator 21 checkout

25-concentrator 23 checkout

29-concentrator 14 checkout

30-concentrator 29 check in

31-concentrator 16 check in, concentrator 20 checkout

As of October 31 we have two concentrators available for checkout. #16, 3 lpm only and #29 up to 5 lpm.

I have two units cleaned and in testing, #14 and #33. They were returned for beeping. I ran these two for 2 hours on the 31st. Not checking out until more test time.

Three units still need evaluation #22 air compressor problems, #32 low oxygen output and beeping, #24 red light alarm.

There are two units in the room that are not repairable. One was returned from a service center as unrepairable. The other is a devilbliss that was donated and if you pull the filter out it is full of dirt, it was probably stored outside.

I have ordered water bottles and concentrator filters.

# Finance - Bill Hinrichsen - Treasurer

<b><u>Boquete Hospice and Health Foundation</u></b>			
<b>Accounting Summary for the Month of October and Year-to-Date 2024</b>			
<b>INCOME/DONATIONS</b>	<b>Current Month</b>	<b>Year To Date</b>	<b>BUDGET 2024</b>
Blood Matching Donation		\$ 5,242.00	\$ 10,000.00
Donor Relations			\$ 10,000.00
Education - Being Prepared		\$ 820.00	\$ 800.00
Equipment	\$ 60.00	\$ 675.00	\$ 1,000.00
Fund Raising		\$ 4,060.00	\$ 4,000.00
General Donations	\$ 2,773.00	\$ 8,331.00	\$ 5,000.00
General Meetings			\$ 1,200.00
Respiratory			\$ 500.00
Tuesday Market	\$ 167.00	\$ 1,137.00	\$ 600.00
Thursday Market		\$ 148.00	
Savings Account - Interest Earned	\$ 29.35	\$ 287.73	\$ 400.00
<b>TOTAL INCOME</b>	<b>\$ 3,029.35</b>	<b>\$ 20,700.73</b>	<b>\$ 33,500.00</b>
<b>EXPENSES</b>	<b>Current Month</b>	<b>Year To Date</b>	
Admin - Animales Bldg. Rent		\$ 185.00	\$ 750.00
Admin - Bank & Credit Cards Fees	\$ 31.66	\$ 290.41	\$ 500.00
Admin - Foundation Fee		\$ 675.00	\$ 400.00
Admin - Legal & Acctng. Audit - Planning		\$ 187.10	\$ 1,000.00
Admin - Office Rent-Lockers-Insurance & Moving	\$ 850.00	\$ 5,243.12	\$ 4,000.00
Admin - Misc, Zoom, Tap Out & Arco Iris (BCP)		\$ 330.03	\$ 800.00
Admin - Phone	\$ 71.72	\$ 766.54	\$ 600.00
Admin - Printing - Marketing & Entertainment		\$ 666.28	\$ 1,000.00
Blood Drive - Bldg. Rent & Expenses		\$ 565.36	\$ 500.00
Communications - Social Media/Advertising		\$ 1,600.89	\$ 1,800.00
Community Outreach & Scholarships		\$ 1,844.59	\$ 1,250.00
Donor Relations		\$ 35.60	\$ 1,500.00
Education - CPR		\$ 42.95	\$ 300.00
Education Being Prepared - Printing & Rent		\$ 1,234.50	\$ 1,300.00
Education Training - Gifts/Lunches/Misc. Exp.		\$ 17.99	\$ 250.00
Education Training & Printing		\$ 65.00	\$ 500.00
Equipment - Hospice		\$ 149.97	\$ 1,000.00
Equipment - New & Maint.	\$ 186.23	\$ 1,681.54	\$ 2,000.00
Equipment - Respiratory New & Maint.		\$ 2,441.01	\$ 2,000.00
Fund Raising - Total Expenses		\$ 735.87	\$ 1,000.00
Hospice & Home Care		\$ 437.38	
IT - Database - Bubble & Support		\$ 618.96	\$ 1,000.00
IT - Website - GoDaddy		\$ 23.17	\$ 100.00
Volunteer Coordinator - Shirts		\$ 329.51	\$ 500.00
Volunteers - Gifts/Lunches/Entert/Printing		\$ 410.63	\$ 1,500.00
<b>TOTAL</b>	<b>\$ 1,139.61</b>	<b>\$ 20,578.40</b>	<b>\$ 25,550.00</b>
<b>NET SURPLUS OR (DEFICIT)</b>	<b>\$ 1,889.74</b>	<b>\$ 122.33</b>	

**Hospice and Home Care** -Team leader Valerie Harmon, RN

Valorie reported that she made 8 visits this month. She currently has 4 clients and had one death in October.

Valorie will not be available during November and December.

**Magic of Music** - Art Blevins

The Magic of Music Team focused this month on social media content and promotion.

**Meals** - Leslie Sterling

No meals were provided in October.

**Mental Health Initiative** - John Earle and Dr. Rod]

**Boquete Health And Hospice Suicide Prevention And Counseling Program**

Boquete Health and Hospice (BHH) has launched a Mental Health Hotline, available daily from 8:00 AM to 4:00 PM. This initiative aims to provide crucial support to our senior community members who may be facing mental health challenges.

**About Our Hotline**

Two experienced volunteers have spearheaded this important service:

1. John Earle: A spiritual teacher, relationship counselor, and interpersonal communications consultant.
2. Dr. Daniel Gallagher: A retired clinical therapist.

Both John and Daniel bring years of experience in addressing grief, depression, and related emotional issues that often affect seniors.

**Newsletter.** Acting editor Chris McCall

Please send your articles for the Newsletter to Chris by November 10th.

This will be Chris's final newsletter.

## Hotline Report for October

We have finally gotten our hotline up and running with Dan Gallagher manning the phone. At this point we need more publicity and ongoing contact information in front of the public. We have placed one ad style notice and one information piece. Both in Noticias. We need some social media exposure.

We have had 14 calls: four were hangups which usually means wanting to talk but not quite ready.

Six calls were substantial lasting more than 15 minutes dealing with a family member who has severe depression and asking for advice.

The most effective calls were the four most recent calls from two friends. While not published, an xpat who lived on our community for a number of years committed suicide by hanging himself. The calls were from two friends that were angry and upset that their friend didn't reach out to them for help. One of the callers said he had just learned about us and didn't think his suicidal friend knew about us.

Dan has encountered another trained person and is interviewing her. She would be able to take the hotline intermittently.

--

John Earle

## PCC's - Bev Tyler, Liz Baze, Bill and Cheryl Crabbe

### October PCC Summary

**Deaths:** Panamanian 1\_\_\_\_Expat \_2\_\_\_\_\_

**Current Hospice Cases:** Panamanian \_\_\_\_\_Expat \_\_\_\_\_ Valarie will report on this

**Health Support Cases:** Panamanian \_\_\_\_\_Expat \_\_\_\_\_

Out of service area requests Pan\_2\_\_\_\_ Expat \_\_1\_\_\_\_\_

**Blood Requests** (that came through the PCC) \_\_\_3\_\_\_

**Donations** (that came through the PCC) - knee walker, \$20

**General Inquiries** - (please list them)

- 2 Wanting to volunteer
- Looking for work
- Asking about CPR course, blood banks in David
- Looking for hearing aides
- Asking about CPR course
- List of oxygen suppliers
- Asking if CPR okay course for teenagers

**Equipment Calls:** Panamanian 19 Expat 18

- 4 packs size L diapers given out

Equipment Denied & Reason:

- Looking for booster seat and small stand for elderly woman getting into car
- Bed for elderly woman post hip surgery - none available
- Long term need, no resources to purchase after 3 months

**Meal Requests** \_\_0\_\_\_\_ Any Denied and Reason \_\_\_\_\_

**Music Requests** \_\_0\_\_\_\_\_

**Friendship Baskets** delivered \_\_0\_\_\_\_\_

### Presentation Coordinator - Team Leader Needed

NOVEMBER: Jessica Ball - PhysioBoquete

DECEMBER: Annual Luncheon

JANUARY 2025 - Lloyd Cripe - "Effects Weather has on our well being"

### Social Media - Jeanie Miller

See report in Communications.

**Technology** - Chris McCall team leader

Unless fundamental organizational changes are implemented, I believe the database will not function.

The implementation of the QR code checkout process offers several significant advantages. Firstly, the letter codes will be affixed to the equipment, eliminating the previous practice of relying solely on numbers. This will significantly reduce miscommunication regarding the which piece of equipment is being checked out .

Secondly, QR codes provide a solution by combining the letter code and the number on the equipment. This allows patients to scan the QR code with their phones and receive a response confirming the equipment's availability, including its due date. This response can include additional information.

When I visit the Do It Center and check out several items, the cashier scans the codes but must interact with the cash register, which is primarily designed for checkout transactions. I am concerned about the level of computer experience required for the untrained equipment team to perform this task effectively. They would need to log on to the computer, log into the database, and navigate to the checkout screen. They would then check out the equipment, make necessary corrections to the patient file (such as name, email, etc.), add or delete equipment and confirm the transaction. Finally, they would click "OK," and the printer would print the checkout sheet, which the patient would sign. In the event of a printer jam or paper shortage, the equipment person would need to address the issues.

The database code I am writing is relatively straightforward for someone with some computer knowledge. However, I anticipate that it may pose challenges for equipment team members who are not accustomed to working with computers.

Consider the printer, an excellent device with easy connectivity. Instructions for its use are readily available online, and it operates efficiently, producing high-quality prints at a reasonable cost. I believe I am the only individual who has utilized this printer.

The only solution I can envision is hiring a person for four to five hours daily, which would serve as the designated check-in and check-out hours for equipment. This individual would receive training akin to that of a cashier at Do-It Center, encompassing computer check-in and check-out procedures, printer operation, paper replacement, and troubleshooting for jams.

Some individuals propose hiring a full-time PCC, similar to Prairie Hospice, which would be an effective solution. However, a less expensive cashier-type individual would also be suitable for this role.

Another observation is that Lesley Hughes has effectively communicated our services to the community. Consequently, we are experiencing a shortage of wheelchairs, beds, functioning concentrators, and other equipment with low inventory levels.

While I commend the upcoming coordinated professional advertising company to further disseminate information about our services, I believe that our internal operations require immediate attention before embarking on extensive advertising initiatives.

**\*\*Alternative Solution:\*\***

If we do not hire a person to perform check-in and check-out procedures, we could implement a manual solution for equipment check-in and check-out. Here's a brief explanation of how this would work:

A patient would call the PCC's and request equipment. The PCC's would verify the patient's eligibility. If the patient is eligible, the PCC's would send a WhatsApp message to the equipment team members, requesting the reservation of the equipment. The equipment team members would reserve the equipment or inform the PCC's that it is not available in stock. The PCC's would then contact the patient, informing them that the equipment can be picked up or the equipment team could contact them to arrange for its pickup.

One additional consideration is that we do not require a cedula or a passport number for equipment check-in and check-out. If we did, it would likely increase the likelihood of equipment being returned, as these documents serve as a means of tracing individuals. They are aware that they have not provided valid identification, allowing them to evade accountability. This is evident in the list of overdue equipment. It would be beneficial if the equipment checkout team were to take photographs of the cedulla or passport.

Furthermore, I must address a personal concern: my vision is deteriorating, making it increasingly difficult for me to work with computers. I anticipate that my time doing computer work may be limited.

I will continue to perform equipment check-in and check-out until the end of the year, at which point I will retire from this role. However, I will continue to support the database.



**Translation** - Team Leader needed  
No report

**Volunteer Coordinator** - Kat McKay

Kat met with a volunteer that will consider the position of Donor Relations beginning in 2025. She has corporate sales experience and thinks she would enjoy this position.

**Old Business**

1. Update on 501c3.

**New Business**

1. Update on US Bank account
2. Volunteer Appreciation Luncheon
4. "Why donors should be introduced and solely managed by the President/ Donor Relations team lead if that ever comes around to exist?"
5. General Meeting to be in Library starting January 2025
6. Reduction in Duties per Chris
7. Email/Login/Password for anything associated with the BHH
8. Social Media Marketing Company
9. How to get your branch onto Social Media and how to do that going forward.

**BHH Council Rolling Calendar**

- November 6 - Council Meeting - BHH Office
- November 13 - General Meeting - Jessica Bell of PhysioBoquete
- November 13 - CPR Training following general meeting
- November 20 - Being Prepared Workshop
- November 23- Blood Drive - UNACHI 7:00am - 12:00 noon
- December 4 - Council Meeting - BHH Office
- December 11 - Volunteer Appreciation Luncheon
- January 8, 2025 - Council Meeting BHH Office
- January 15, 2025 - General Meeting - Election
- February 5th - Council Meeting BHH Office
- February 12th - General Meeting