

Boquete Health and Hospice  
Council Meeting Minutes  
December 7, 2022, 10:00am

**Attending the Zoom meeting:** John Earle, Dave Nichols, Denise Daniels, Lesley Hughes, Kat McKay, Deb Hornstra, Bill Hinrichsen, Carmen Restrepo, Val Strahl,

**Upcoming Events:**

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

**Medical Update Director** (Dr. Shannon Tuer) – No report.

Lesley mentioned there are over 7,000 cases in Panama, but is not sure about Chiriqui's numbers. The Vaccine will be available during the first Quarter of 2023. BHH has three cases of members with Covid. Colds, RSV, and the flu are also going around. John E. says we should continue the mask policy. Lesley says that at least one person needs to be at Animales building for the General Meeting in January, in order to finish the Council voting. All General meetings for 2023 will be hybrid - in person and also on Zoom. Everyone attending in person must be masked.

**Council and Team Reports**

**Report from John Earle**

Short introduction to Boquete Community Collaborative.

**Report from Lesley Hughes**

Bill and I went to this morning's meeting (thank you Bill!!!!). It was not what I expected. I had thought it was going to be a meeting to discuss when the organizations would speak, where it would be done, etc. SerTV said that they would put our video on tv, but it would garner calls from all over the country.

It turned out to be more of "Here is my company, here is my video, see how great it is".

After the meeting was finished, Bill went up to the man who was introduced as the President of SERTv and asked how BHH could be publicized.

Luis and John Q - thank you for your willingness to assist with an "interview" that is now not happening.

We were told that we could submit a video that highlighted what BHH does, how it helps the community and why we exist. We would then send it to SERTv and they would air it - country-wide.

Two things crossed my mind:

- 1) This would be great publicity for us.
- 2) By publicizing the organization outside our service area, the PCCs are much more likely to get calls from areas we do not serve. **The Council voted to table this for a while.**

**John E. mentioned that it would be nice to have a documentary made about BHH, but not to use it as advertising but rather as a map for other communities in Panama.**

**Report from Kat McKay**

Sally and Kat have decided to sell some of the wheel chairs and walkers, due to limited storage. They are selling for cash only for \$25 to \$50. Sally may be selling one today.

About nominations: Kat will call some BHH members with more than a year of experience to ask if they can fill the Pres and Sect positions that are open. John E. will help.

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

Report for Board Meeting

PCC Report for Council Meeting Dec 7 /22 (up to Nov 22)

Patient visits – 3 One visit to Hospice patient, 2 visits to pt with very complicated medical/financial situation –

quilt given

Hospice – 2 patients died, several phone calls to spouse--Quilts given to both hospice patients

Equipment Loaned 12

Equipment returned 10

Equipment loan extended – 0

Equipment denied – 1 (person wanted portable oxygen concentrator not emergency)

Equipment donated – 3

Supplies (pampers) – 3

Blood – no calls came in via PCC

Calls for phone support (separate from Hospice calls) 3

General questions - 2

**Financials** (Bill Hinrichsen)- See attached pdf full report, 11 pages.

Accounting Summary for the Month of November 2022. Also attached is the budget for 2023.

BEGINNING CASH BALANCE - NOV 1: \$ 35,266.55

INCOME/DONATIONS      Current  
Month

General      \$ 150.00

Blood Match Fund      \$ 2,266.50

Being Prepared      \$ 250.00

TOTAL \$ 2,666.50

EXPENSES      Current  
Month

Phone \$ 31.68

Equipment Maint/Supplies      \$ 325.00

Blood Drive      \$ 288.92

PR      \$ 416.73

Training      \$ 85.00

Website      \$ 203.61

Miscellaneous \$ 99.00

TOTAL \$ 1,449.94

ENDING CASH BALANCE - NOV 30: \$ 36,483.11

**Respiratory** (John F) – John is traveling

Checkout

1 Pan

3 Exp

Check in

2 expat

1 Pan



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

No report.

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

Nothing to report.

### **Training - (Sandra)**

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. We have 10 people signed up.

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)**

No meals in November

### **Newsletter (Natalie)**

Natalie is traveling today, and won't attend the meeting.

**Holiday Issues:** Natalie would like to keep the December issue brief, so don't stress yourselves coming up with copy.

## **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)) Deb says that numbers on FB are increasing each month.

### **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)) The team will visit doctors clinics in January.

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

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 Quintana is thinking of changing the bingo date for next year. Carnival is on track.

John has some ideas for a fundraising event that could garner approximately \$6,000.

### **Carnival BBQ Party**

- 1) Tentative Date Feb 18
- 2) Title: BHH Carnival 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)

Volunteer Luncheon:

**Where** : Cabanas Villa San Miguel/ Restaurante/bar El Taburete in Alto Boquete - <https://goo.gl/maps/mwJLumuz5vw2rXtL9> . There is plenty of parking behind the building someone will point you in the right direction as you pull in (no need to park on the shoulder)

**When: December 14th** from 1PM - 3 PM

**What to eat:** You already picked out your meal/ \$7. for guests

**What to drink:** A bar will be available for you to purchase drinks

**What to bring:** Your **Purple BHH Shirt** for a group picture (wear or bring)

**Mask:** Optional, windows will be open and its windy season

### **Volunteer Luncheon**

Sent out invitations to 61 Volunteers (marked active)

Received 24 Yes totaling 34 Guest. 1 Maybe, 2 No's

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### **Volunteer Survey**

Beginning Tuesday 29 Nov. I will call "Active" volunteers who did not answer the survey (30 peeps) at average of five per day, should be through first wave in six days. Will then make a separate pass to those not answering. At the end all no answers will get an email, no response will be marked inactive

### **January Class Sign up**

**10 people have signed up** for class, all have provided COVID Cards  
Four have replied NO and will not be contacted again

### **Nominations for the 2023 Council**

Please be advised that nominations for the 2023 Council are now open.

The following positions are to be voted upon at the January 11 General Meeting, to be held at the Animales Building at 10:00 a.m. Masks are required.

President

Vice President – Operations

Vice President – Community Outreach

Secretary

Treasurer

Kat McKay has been nominated for the Vice President – Operations position.

Lesley Hughes has been nominated for the Vice President – Community Outreach position.

Bill Hinrichsen has been nominated for the Treasurer position.

Still needed is someone for the President position and the Secretary position.

If you are interested in any of the positions, or know someone who is, please send an email to Kat McKay at [katnukesu@gmail.com](mailto:katnukesu@gmail.com)

Email nominations will close on December 28, 2022, but will be accepted from the floor at the January General Meeting.

### **Old Business -**

### **New Business -**

### **BHH Council Rolling Calendar-Updated December 7, 2022**

December 2022

Dec 7 – Council Meeting

Dec 14 – Volunteer Appreciation Luncheon (in lieu of meeting and presentation)

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. Will be several hours long meeting to go over all the 2023 Team Initiatives and Budget.

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

Jan 11 – Annual (General) Meeting, will be Zoom and some members will attend at Animales building. Masks are required.

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, Dra. Luz will give a Presentation – Dental Care & Emergencies

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  
Presentation – Long Term Care, Rehab & Nursing Homes with Bev Tyler, Rod Gottula, Liz Bolt & Chuck High  
Jun 15 - Blood Drive

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 lieu 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**

- PCC - Transfer all document storage to a secure cloud-based system so that it can be accessed by those who need it. Create and maintain a secure storage for physical papers. Chris will create area for secure storage
- Respiratory - John will follow up with patients who have a concentrator to make sure they are still needing it, and that their prescription is still current.
- Mental Health – Research into resources available to the community and ways to access them
- Education - Getting the word out to general population about education resources on the website and including notes from Dr. Rod's presentations.
- Education - Char is willing to do continuing education segments at meeting or filmed segments. **(Zoom only)**
- Education - Topics for education at General Meetings:
  - Osteoporosis screening
  - STDs
  - Cancer screening
  - Burn out
  - Loneliness
  - Issues with aging
  - Heart disease
- Hospice and Family Care – Need to identify additional team leaders. (Bev, Craig, and Denise)
- Hospice and Family Care – Continuing Education (in process once Team Lead has been identified)
- Hospice and Family Care – Contemplative Exercises – (in process once Team Lead has been identified). John E will check if this is still active. ---
- Hospice and Family Care – Training for new Hospice and Home Care Team members. (in process once Team Lead has been identified)
- Blood - the next blood drive is on Oct. 15, the Aniales building is reserved. Planning begins late August.

### **2022 Initiatives On Hold**

- Soft goods – diapers, etc., bought by a volunteer for a “deserving” patient and then reimbursed. (Tabled until team lead identified).
- Discussion of taking CPR to schools, churches, etc. – Priority needs to be on reteaching for volunteers.
- Chris is willing to film training and film training segments. Postponed. New Trainer to handle.

- Lorraine suggested the idea of a social mixer event - an invitation to learn about BHH with an introductory meeting, followed by a social mixer with members. (on hold)
- Education - CPR Classes following each General Meeting, starting in (ON HOLD)
- Education - Much discussion on AED's and CPR training. Michael and Lynette are ready to do CPR when released. They need access to the info regarding equipment, etc.  
**(Training would have to be via Zoom only)**