

BHH Council Minutes - June 7, 2023

President Rod Gottula called the meeting to order promptly at 10:00 am.

In attendance:

President Rod Gottula - Council
Vice President Kat McKay - Council
Vice President Natalie Kelly - Council
Treasurer Bill Hinrichsen - Council
Secretary Lorraine Handler - Council
Denise Daniels - PCC
Liz Baze - PCC
Carmen Restrepo - Blood
Deb Hornstra - Communications/Social Media
Chris McCall - Technology

Via Zoom:

Bev Tyler - PCC
Sally Zigmond - Equipment
Lesley Hughes - Community Outreach

Chris Young provided us with free donuts and coffee at Big Daddy's. He told us that his "Special Needs Program" for autistic children is becoming a non-profit organization. His new farmacia is offering a special discount program and they will try to order special hard-to-find items on request. He is also working to have opioids/pain medications available to hospice patients and making snake anti-venom available in our community. They now have 3 ambulances on site.

Rod then introduced the following topics to the meeting:

1. Stop hitting "reply all" on emails to reduce the number of emails in our inboxes.
2. Who can call meetings: Council/Officers ByLaws, Section 6. If a team calls a meeting of the Council, please notify Rod. Lesley said that Zoom is available for all to use.
3. Petty cashIt was discussed and decided we do not want a petty cash fund. Instead, submit receipts to treasurer Bill for reimbursement.
4. If you're having challenges with another volunteer, please discuss it with Dr. Rod before escalating matters.
5. Notify Rod when a patient is entered into Hospice care. Bev noted that often calls for hospital beds are hospice or palliative care patients and that this is often determined through a doctor's letter.
6. When providing hospice care, anticipatory planning for patients' future needs is critical.
7. Dr. Rod will set up a small committee to formulate a structure for the Council's three-year-planning meeting.

Council Reports: The notes below are in addition to reports in the Agenda.

Medical Director - Dr. Tuer was unable to attend.

Ambassadors - Need a team leader. Mike Kelly will join the Ambassadors and attend monthly general meetings to set up tables and chairs with Cat Vann, greet attendees, and staff the sign-up table.

Being Prepared - Discussion as to whether there should be a charge for the workshop.

Blood Drive - 106 donors are signed up for June 17; the most donors ever at a blood drive. Carmen said the posts on social media have been great in spreading the word.

Community Outreach - Check the link in the Agenda for the complete report. Lesley summarized the committee's thoughts on the scholarship program, which is considering one scholarship of \$300-\$500 for next year and possible partnering with Rotary to provide additional scholarship funding to medical/health field majors, who would work with BHH to complete the service hours required by Rotary. Kay expressed concern that we have to be cognizant of the ongoing need for fundraising.

Communications - Deb outlined the need bump up promotions with more Youtube videos, especially to reach younger people and said that videos in social media posts get lots more views and response. Lesley mentioned that Rod Parker is available to assist in creating videos but Chris has more up-to-date equipment.

Education - The next volunteer training will be postponed to September as Maxine is unavailable in August.

Equipment - Kat reported that the last two wheel chairs are being lent out today. Brandy Minori has added BHH to the roster of charities receiving the proceeds from Trivia Night every other Tuesday at Tap Out. Funds from the \$5 entrance fee for Trivia night at Tap Out June 13 will be given to BHH for new wheel chairs. Doors open at 4pm and trivia starts at 5pm. **We'd appreciate everyone's support so please attend if you can.** Lesley is concerned that we are giving the wrong message with our promo of the event.

Events and Fundraising - Natalie is meeting with people to brainstorm ideas for fundraisers and gather intel. We need to determine how much money needs to be raised, when we want to schedule events, what size fundraisers we should be hold, etc. We also need a team leader.

Financial - Global Bank does not want to work with us to set up a way to receive donations. Bill is checking with other banks. Credit Cards? Yappy?
Bill is also working with our lawyer to re-file the updated foundation papers.

Hospice and family care - No additions.

Magic of Music - Nothing to report

Mental Health Initiative - Rod said there are three mental health providers who might be able to provide some care.

Newsletter - Deadline for submission to June Newsletter is the 16th. Natalie will be going on vacation the last week of June so she will not be able to accommodate last-minute inclusions as she normally does. Liz suggested that we write articles about the various areas to showcase the services provided, we led to more discussion about the importance of videos in social media posts.

Patient Care Coordinators - Denise reported there was an extremely rude person requesting equipment who will be banned from obtaining any future equipment.

Respiratory - Not in attendance. Nothing additional.

Social Media - Deb indicated all was included in the report.

Technology - Chris reported most everything is on hold until after June 11.

Translation - Nothing to report as this time. (I forgot to say anything about this. It's one of my teams and I don't know much about it yet.)

Volunteer Coordination - Chris and Craig will be helping out in the interim. Dr. Rod requested they send him info to review before sending it out. Dr. Rod will be contacting nurses who have been active in the past to see if he can get them interested in becoming active again. He will also reach out to Dave Nichols about the results of the member survey.

New Business -

- Discussion about how many volunteers are currently active? How to become a member?
- Natalie suggested that we are losing good volunteers because they are over worked and under-appreciated. They can become overwhelmed.
- Chris and Craig to handle new volunteer contacts. Rod requested they send him info to review before sending it out. (Cut here - I moved to Volunteer Coordination)
- Lorraine suggested we introduce new members at monthly meetings.
- Dr. Rod will send out a request for feedback about having Council meetings at Big Daddy's.
- We discussed who handles arrangements for renting the Anemales building. Kat said she does for Rotary and will check with Sherri Shirritt. Bill said we are paid up with Anemales.
- Everyone seemed to feel we need more social interaction. We discussed holding a "social time" after each general meeting, having a social gathering or potluck for volunteers sometime soon, and conducting CPR classes on a separate day that is convenient for trainers since the cost is minimal.

The meeting ended promptly at 11am.

Respectfully submitted,

By Lorraine Handler

BHH Secretary

Boquete Health and Hospice
Council Meeting Agenda
June 7, 2023 10:00am

Meeting IN PERSON is at Big Daddy's Backyard (free coffee and donuts)

Zoom
Meeting ID: 892 2836 5447
Passcode: 203851
Join Zoom Meeting
<https://us02web.zoom.us/j/89228365447?pwd=NmpraS9hNDZmWFBwTXBLOFlxem1xZz09>

Team,
You're invited to attend our next Council meeting on Wednesday, June 7, at 10am in the back room of Big Daddy's. The meeting will also be broadcast on Zoom at [Zoom link]. At this meeting members 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 anything further 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 our 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 the Secretary, Lorraine Handler, prior to the meeting so we can manage any new business effectively.
From time to time the Council will vote on certain matters. In these instances, all members may provide input, but only Council members are able to vote.
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 meetings and encourage your active participation in helping making this year our best year ever!

All the best,
Dr. Rod Gottula
President

Upcoming Events:
BHH Council Rolling Calendar (See below)

Council and Team Reports

Medical Director's Update - Dra. Shannon Tuer

Ambassadors - Team Leader, open

- Operations continued as usual. Natalie has met with several members to discuss their thoughts about volunteering and what they need to help them perform their roles, and will continue with others.
- At the May meeting, we began using meeting rosters with checkboxes for more information, volunteering, etc. Several people indicated they were interested in volunteering and some have begun the application process.
- Natalie will purchase purple tablecloths for our sign-in tables, name tags for council members, and other volunteers visible at meetings, and other office supplies to make operations more attractive and effective.

Being Prepared - Sandra Cripe

Being Prepared Workshop Report for May 2023:

On May 18th, thirty people attended the 4th Being Prepared workshop for 2023. The first speaker, Kelly Honyak, a retired nurse, focused on issues requiring health care decisions. The second speaker, attorney, Juan Gabriel Contreras, focused on legal issues requiring documents in Spanish.

Being Prepared encourages individuals living in Panama as expats to take responsibility for their choices and take the actions required to plan for future contingencies.

Being Prepared is a comprehensive plan to deal with health emergencies, accidents, and end-of-life. Creating a personal information notebook, a "buddy" system, and having an attorney draw up required documents are integral pieces of the plan.

Donations received:

- | | |
|---------------------|----------|
| • 14 manuals | \$140.00 |
| • General donations | \$119.00 |
| • Total | \$259.00 |

Being Prepared expenses:

Printing expense for the Being Prepared manuals -	\$322.90
Rent for the Animales Building for May 18	v\$35.00
Total expenses:	\$357.90

At this time, there are enough manuals at both MBE and at the BHH table at the Vendors Tuesday Market. Manuals will not need to be ordered until the supply is used up.

Blood Donor/Blood Drive - Carmen Restrepo

Blood Drive currently has 88 people signed up

English speaking 56

Spanish speaking 32

(Some Panamanian signed up on the English form)

Requests for blood received: 6

Requests approved: 6

PATIENTS THIS MONTH:

B+ 2 Regional

O+ 2 Regional

O- 2 Regional

O+ 1 Obaldia

O+ 2 Regional

O+ 1 Obaldia

PINTS COLLECTED since 2019 ---> 400

Patients attended since 2019 175

This year 26 (Expats 11 + Panamanian 15)

Estimated pints available at the blood bank :166

Community Outreach - Lesley Hughes, Team Leader

- Bev Tyler has agreed to be on the team along with Craig Gatrel as so much of what Community Outreach does will affect call volume.
- Luis Botero and Dr. Rod continue to visit Representantes' offices.
- Lesley order brochure stands for doctor's offices and start visiting offices in July.
- Craig and Ginny Wooley will meet with the Rotary scholarship person.
- Ginny will poll team members for "Why BHH wants to do a scholarship program?"

[CLICK HERE TO READ THE COMPLETE REPORT](#)

Communications - Deb Hornstra, Team Leader

Deb and Natalie have begun to strategize and plan the marketing, PR, and advertising needs of BHH. The team hopes to craft "The BHH Story" to present our history and what we do, an elevator speech so we can describe what BHH does in two or three sentences, a social media campaign to improve our visibility and image in Boquete, etc.

- There is a huge amount of work to be done and Deb and Natalie cannot do it themselves. Several more team members are needed asap.

Education Committee -

The education committee submitted a plan to streamline the Volunteer trainings from 3 full days to 1 1/2 days. The plan was submitted and approved by the Council in late April. At the current moment there are 9 new applicants that would like to join BHH.. Planning the next training session has been difficult as many of the trainers are away for the next few months. At this moment an August date is being tentatively planned. The current 9 new applicants will be introduced to BHH by their respective team leaders and will begin their volunteer experience.

Equipment - Kat McKay/Sally/Cat Vann

Equipment Loans for May- 43 Pieces of equipment

8 Panamanians and 12 ExPats

Equipment Returns for May 21

6 Panamanians and 8 ExPats

We have experienced a shortage of wheelchairs in the past month. A decision to purchase two new wheelchairs was made. Purchased from Pricemart 2 new Drive brand wheelchairs. Costs \$385.18

Equipment Maintenance and repairs

4 pairs of wheelchair swing away leg rests ordered \$175.00 plus \$66 shipping received
1 set of padded armrests ordered to replace one on each of two wheelchairs \$15.00 plus shipping- on order

2- 14inch Wheels with Hand Wheel assist to replace missing part on wheelchair #6 **\$105.00 plus shipping - on order**

Brake lock on wheelchair # 6 needs a shorter screw to repair it. Bill Haldeman is looking for this item.

Donations \$20.00

Events & Fundraising - Open

- Our first efforts to put out a donation jar at the May general meeting and Being Prepared were successful. The general meeting brought in just under \$240 (including a generous \$100 individual contribution) and Being Prepared brought in \$260 for a total of just under \$500.

- We need to decide how much money should be charged for Being Prepared, CPR Workshops, etc. so we can begin including that in our advertising. Deb just began including a line encouraging donations with the latest post about Mark Heyer's June presentation.

- Brandy Minori has agreed to add BHH to the lineup of charities receiving funds from trivia night, which typically brings in a couple of hundred dollars. Our first night to receive proceeds is Tuesday, June 13. Please attend to support Trivia Night and BHH!

- Natalie has met with several people to brainstorm possible fundraising events, and will continue to collect intel.

- Info needed: How much money does fundraising need to bring in? What is the best time for a fundraiser?

- We need a team leader for this team asap.

The Blood Drive Matching fund now has 26 donors if we get 60 pints it would be \$2375.00

Financial Report - Bill Hinrichsen

Accounting Summary for Month of May and Year-to-Date 2023

INCOME/DONATIONS	Current Month	Year To Date	BUDGET 2023
Equipment		\$ 100.00	\$ 2,000.00
Blood Match Fund		\$ 700.00	\$ 7,000.00
Education - Being Prepared	\$ 259.00	\$ 661.00	\$ 800.00
General Donations	\$ 938.41	\$ 2,696.41	\$ 1,000.00
Sale of Equipment		\$ 75.00	\$ -
TOTAL	\$ 1,197.41	\$ 4,232.41	\$ 10,800.00

EXPENSES	Current Month	Year To Date	
Equipment - New & Maintenance	\$ 242.05	\$ 2,249.78	\$ 4,000.00
Respiratory - New & Maint.		\$ 403.89	\$ 4,202.00
Admin. Phone	\$ 20.18	\$ 526.05	\$ 300.00
Admin. Legal/Accounting/Insurance	\$ 362.00	\$ 641.00	\$ 250.00
Admin. Anmales Building - Rent		\$ 175.00	\$ 480.00
Admin. - Lockers Rent	\$ 1,371.47	\$ 3,291.47	\$ 3,600.00
Admin. Foundation Fee		\$ 400.00	\$ 400.00
Admin - Bank & Credit Cards Fees	\$ 0.10	\$ 0.10	\$ 600.00
Admin - Miscellaneous	\$ 266.92	\$ 266.92	\$ 200.00
IT - Database - Bubble/GoDaddy & Support		\$ 441.08	\$ 832.00
IT - Website - GoDaddy	\$ 21.17	\$ 21.17	\$ 22.00
Education Training - Gifts/Lunches/Misc. Expenses		\$ 183.96	\$ 855.00
Education Being Prepared - Printing & Rent	\$ 322.90	\$ 954.60	\$ 605.00
Volunteer Coordinator - Gifts/Lunches/Entert		\$ 204.22	\$ 1,100.00
Communication - Social Media	\$ 73.78	\$ 73.78	\$ 500.00
TOTAL	\$ 2,680.57	\$ 9,833.02	\$ 17,946.00

NET SURPLUS OR (DEFICIT) \$ (1,483.16) \$ (5,600.61)

Hospice and Family Care - Bev Tyler

Meals

Meal were delivered to one family for two weeks.

Magic of Music - Art Blevins Val Strahl

Nothing to report this month.

Mental Health Initiative - John Earle Dr. Rod

Newsletter - Open, Natalie Kelly, Acting Team Leader

- The May newsletter was one of the longest yet, almost a magazine! Readership has increased by 27 people in the last month or so.
- Natalie will be on vacation the last week of June, so please submit your articles on time.

Patient Care Coordinator - Bev, Craig, Denise and Liz

Equipment Checkouts:

- Expats - 19
- Panamanians - 5

Equipment Checkins:

- Expats - 10
- Panamanians - 8

Hospice (identified as hospice but we are currently providing no support other than equipment)

- Expats - 3
- Panamanians - 4

Deaths:

- Expats - 0
- Panamanian - 3

Blood Calls:

- Expats - 0
- Panamanians - 1

Information Calls or Not Able to Assist Calls:

- Referral to attorney (BEV - THIS IS DIFFERENT THAN THE REQUEST YOU HAD)
- Thank you from Jackie McGregor for the meals we provided in April
- Request wanting to volunteer - provided website information to apply
- Number to refer people to BHH (came in on WhatsApp text)
- Request for paid work
- Referral letter for caregiver
- Request for property managers for patient who is now living in nursing home
- Info about how to apply for US visa so a Panamanian CNA could travel to the US with his expat patient
- Information on how to make a donation
- 2 requests for our Nurse/CNA lis
- Nurse looking for work

Equipment and/or Supplies We Could Not Supply

- Bed for senior with dementia but not hospice
- Coccyx pillow
- Request to checkout exercise pedal machine (we do not have)
- Diapers
- Wanted to exchange a wheelchair for a different one...we did not have any available at the time
- Denied wheelchair to expat who was rude to Equipment volunteers when previously checking out other equipment (will not loan to this person in the future once all of our equipment is back)

Respiratory (John F)

Respiratory Report May 2023

- 3 concentrator checkouts to 2 Panamanians and 1 Expat
- 3 concentrator checkins from 2 Panamanians and 1 Expat

We received donations of 1 Everflow Concentrator, 2 New Nebulizers and a few canulas from Jackie Lang.

Social Media- Open, Deb Hornstra, Acting Team Leader

- Our Facebook posts reached a total of 22,886 unique individuals this month, a month-over-month increase from April 2023 of 158%. We published sixteen posts in May for an increase of 46% over April. Our average post triggered 24 engagements (reactions, comments, replies and shares), an increase of 118% over the month before.
- Many of this month's posts concerned the upcoming blood drive and these were often double-posted in Spanish and English. The blood drive posts were widely shared and liked on Boquete-oriented groups on which they were also cross-posted. We also paid to "boost" blood drive posts in English and Spanish to non-followers in Boquete District which resulted in a noticeable bump in people preregistering to donate blood, and quite a few new followers to the page.
- Deb also responded to thirteen inquiries to the organization that came in through our FB page in May.
- We cracked 1,000 followers on Facebook the first week of May and are now up to 1,030 followers on that platform. We are approaching 200 followers on Instagram (now at 192).
- Our YouTube channel continues to lag far behind with only 33 subscribers. There must be latent demand for video content though because the recent video of Dra Shannon speaking was viewed by 510 people, which is more than four times our next most popular video! I see YouTube as an underused resource for us.

Technology Team - Chris McCall

We're doing bug fixes and some mailing list changes. Development is underway for the hospice and equipment teams, special pages accessible by telephone or tablet.

Training - Maxine-Training Lead

See Education above

Volunteer Management - Open Kat, Chris and Craig

Resignation of Nina Haldeman as Volunteer Coordinator has left a void in that critical position. Kat McKay, Chris McCall and Craig Gatrel will be monitoring the new applications at this time until a replacement can be found.

Old Business

New Business

Volunteers are need for the Communications teams, as well as Team Leaders for Social Media, the Newsletter, Events/Fundraising, and the Ambassadors. What can we do to attract volunteers while we look for a Volunteer Coordinator?

- What should we charge (as a voluntary donation/tuition) for Being Prepared, CPR Workshops, etc.? Remember that once we set an amount, it's hard to reduce it later. Natalie suggests \$10 for Being Prepared (in additional to the manual charge), and \$5 for CPR Workshops.

BHH Council Rolling Calendar

June 2023

Jun 7 - Council Meeting

Jun 14 - General Meeting

o Presentation - Mark Heyer Presents "AI Unveiled: Illuminating the Path Ahead",

Jun 17 - Blood Drive

July 2023

Jul 5 - Council Meeting

Jul 12 - General Meeting

o Presentation - Palliative; Hospice Care in Boquete with Dra. Shannon Tuer

August 2023

Aug 2 - Council Meeting

Aug 9 - General Meeting

o Presentation - What You Need in an Emergency with Rob Ryan, John Quintana, Craig Gatre

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 8 - General Meeting

o Presentation - Pharmacies & Meds in Boquete (speaker TBD) Nov 27

December 2023

Dec 6 - Council Meeting

Dec 13 - Volunteer Appreciation Lunch (in leu of meeting and presentation)

Jan 3 - Council Meeting (approve budget & set initiatives)

Jan 10 - Annual (General) Meeting

o Presentation - Council's Goals & Plans for 2024 by entire Council

o Election of Council officers

January 2024

Jan 3 - Council Meeting (approve budget & set initiatives)

Jan 10 - Annual (General) Meeting

o Presentation - Council's Goals & Plans for 2024 by entire Council

o Election of Council officers

2023 Initiatives and Status

Jan Fill IT Team Lead position (Kat) **(IN PROCESS)**

Jan Fill Microsoft 365 position (Kat/Dave/Craig) **(ON HOLD)**

Jan Resume in-person Being Prepared workshops (Kat/Sandra) **(COMPLETE)**

Jan New Volunteer Training Class (Max) **(COMPLETE)**

Jan Purchase of wireless microphone and projector for class/meetings (Max)
(COMPLETE)

Jan Fill Hospice & Home Health Support Team Lead position (Bev) **(IN PROCESS)**

Jan Recruit volunteers to assist Hospice & Home Health Support Team Lead in training
volunteers (Bev) **(IN PROCESS)**

Jan Fill Newsletter Coordinator position (Natalie) **(IN PROCESS)**

Feb Resume home visits (Bev/Denise/Craig) **(IN PROCESS)**

Feb Find more ways to use the Ambassador Team (Lesley) **(COMPLETE)**

Feb Fill Volunteer Coordinator position (Kat) **(COMPLETE)**

Mar Fill Equipment Team Lead position (Kat) **(IN PROCESS)**

Mar Basic First Aid Class (Max) **(IN PROCESS)**

Mar Complete Database Project (Chris/Craig) **(IN PROCESS)**

Mar Resume in-person CPR training (Bob)

Apr Develop and implement Hospice and Home Health Support Team (Bev)

May

June New Volunteer Training Class (Max)

July Review Initiatives (Council)

July Increase volunteers on all teams (Kat)

July New Volunteer Training Class SPANISH (Max)

Oct Third Fundraiser with a total for all three fundraisers being a profit of \$6500 (John Q)

Dec Volunteer Appreciation Lunch

Monthly Newsletter (Natalie)

In-person general meetings (Council)