

BHH Council Minutes - November 1, 2023

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

In Attendance Via Zoom:

Bill Hinrichsen, Dr. Rod Gottula, Kat McKay, Natalie Kelly, Lesley Hughes, Chris McCall, Denise Daniels, Lorraine Handler, Liz Baze, Bev Tyler

The first order of business was to review the Agenda items. Please refer to the agenda for full reports. Teams with no further discussions were passed over.

Being Prepared -

The Being Prepared Class tentatively scheduled for January 9, 2024 will be re-scheduled. Classes to be scheduled quarterly.

Community Outreach -

Lesley reported that the scheduled meeting for tomorrow has been cancelled. The next meeting will be in December regarding Scholarships.

Dr. Rod had a meeting with the Head nurse at the MINSA clinic in Boquete with Claudia as an interpreter.

They provided her with our pamphlets and information on the types of medical equipment BHH loans out and contact information for BHH. Also, written materials to give to families explaining what changes might be seen in their loved one as they are dying.

CPR Team - Kat needs photos of upcoming classes, Lorraine volunteered.

Equipment Team -

Discussion regarding the status of the lockers. Locker #5 (small) coming available. The council voted to give the equipment team the option to contract for #5 on a month to month, if needed. #5 \$75/mo, #10 \$85/mo, #9 \$120/mo. Bill to report the total rental yearly for the lockers and the square footage. The possibility of a permanent location is being considered, if an affordable suitable ground level location can be located.

Events and Fund Raising -

A new team leader is needed. A couple of the new volunteers have expressed an interest in fundraising.

Mental Health Initiative -

Dan Gallagher has been ill and unable to be team lead. Michael Polacek has been asked to take over as team leader. If he accepts, council will vote to accept him via email.

Patient Care Coordinator -

Bill Crabbe and his wife, Cheryl, are eager to join the PCC's. He will join the PCC's in a Zoom meeting.

Newsletter/Announcement - Natalie Kelly

The cutoff date for input into the December Newsletter is Friday, November 10th.

Respiratory -

Dr. Rod reported some concerns when giving out oxygen concentrators. Rod wants to add pulse oximeters to equipment when lending concentrators. Sample has been ordered for Dr. Rod to check accuracy. If acceptable, order one oximeter for each concentrator.

Social Media - Deb Hornstra

This past month, Deb worked an excessive number of hours. As a result of her hard work, BHH media exposure is increasing. We are making inroads in the Panamanian community. We need to be looking for someone to replace Deb.

Training -

The October volunteer Orientation has been rescheduled for February 5-6, 2024.

OLD BUSINESS -

501(3)(c) - It is estimated to take 3 to 4 months to obtain our own account. The account name is that of our foundation: Boquete Hospice and Health. Cary has received the \$12,000 donation check. She needs instructions as to how to proceed with it. Kay Wade to send the official Thank You letter. Chris and Lorraine to prepare a promotional piece.

NEW BUSINESS -

Change in Operational Hours - Council voted and approved the new hours. They are: Monday to Friday 9-3, Saturday 9-1. Locations showing old hours are to be adjusted. It was suggested that a sticker could be used to put new hours on the brochures. Our current WhatsApp (not business account) does not have auto response feature.

Potential Nursing Volunteers -

Dr. Rod is working with 3 potential nurse volunteers. Mary Nieves will go on future assessment appointments. Two others are also promising potentials.

Policy on Oxygen Concentrators - See Respiratory

Bylaws and 3-year Plan -

3 Year Plan moved to 2024.

Bill and Dr. Rod to meet with the attorney next week to review bylaws and help us to be in compliance for areas such as elections.

Council Elections - January

Plan to be formulated after meeting with the attorney.

Volunteer Luncheon -December 13

Kat has reserved the date with the restaurant at Valle Escondido. She is having difficulty to get together to finalize menu, etc. Chris Young's Christopher restaurant was suggested as a backup.

Equipment Team - Kat

Council approved contracting for locker # 5 on a month to month basis.

Donor Relations - Natalie

A Donor Relations Team is needed. A couple of the new volunteers have shown some interest. Natalie wrote a donor request letter. It will go out in a variety of ways discussed with the council in November and December.

Until we have our own 501(3)(c), it was suggested that we check with Caryl and continue using her as a vehicle for receiving donations and to proceed with Donor request letters. As such, it was suggested that a donor wanting to receive the tax exemption contact Dr. Rod directly; Natalie will add a line in the donor letter about this.

November General Meeting

Dr. Rod wants the Meeting to be "in Person" and "Zoom". He will prepare an agenda for the meeting.

At the December Council meeting, we'll vote on accepting the 7 volunteers before attending the Orientation. The next orientation is scheduled for February 5-6, 2024.

2024 INITIATIVES

JAN - Fill Hospice & Health Support Team lead

JAN - Recruit volunteers to assist Hospice & Home Health support team leads in training volunteers

JAN - Fill Donor Relations Team lead position

JAN - Fill Newsletter Editor/team lead position

JAN - Fill Social Media Team lead position

JAN - Fill Communications Team Lead position

JAN - Fill Events and Fundraising Team lead position position

JAN - Fill the Volunteer Coordinator position

JAN - Fill the Equipment Team Lead position

JAN - Fill Translation Team Lead position

JAN - Find more ways to use the Ambassador team

MAR - Basic First Aid Class (Max)

JUN - Worldwide Blood Drive and Matching fund

Oct - Blood Drive and Matching Fund

Motion to Adjoin - 11:20am

**Respectfully Submitted,
Lorraine Handler, BHH Secretary**

Boquete Health and Hospice
Council Meeting Agenda
November 1, 2023 10:00am

Due to the ongoing protest and related problems (gasoline), this month's council meeting will be via Zoom only.

ZOOM

Join Zoom Meeting - Opens at 9:45am

<https://us02web.zoom.us/j/87082885448>

Meeting ID: 870 8288 5448

Team,

- You're invited to attend our next Council meeting on Wednesday, November 1st, at 10am. The meeting will be Only 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 this year our best year ever!

All the best,
Dr. Rod Gottula
President

Upcoming Events:**BHH Council Rolling Calendar (See below)**

President, Roderic Gottula will moderate the Council Meeting

Council Members in Attendance:

Council and Team Reports

Appreciation for a Job Well Done!

- A special thank you to Bill Halderman and Bob Honyak for their work in repairing and keeping the equipment in working order.
- Blood Drive: Thanks to everyone, especially Laurie and Carmen, for another successful blood drive, which was the second-most successful in our history!
- A huge shout out to Max Wolfe for preparing a new presentation of slides for the New Volunteer Orientation. She has spent tireless hours putting together the new presentation.
- October presentation: Thanks to Chris for a great presentation! And thanks for the email with "BHH movies."

Medical Director's Update - Dra. Shannon Tuer

Ambassadors - Denise Daniels - Team Leader

Nothing to report for October.

Being Prepared - Penny Barrett - Team Leader

The next Being Prepared Class is scheduled to be held January 9, 2024. Currently there are 4 team members. Kelly Honyak, retired ICU RN, Oliver Candando, licensed attorney, and Denese Rodgers, citizen liaison Volunteer to the US Embassy.

Dr. Rod Gottula has been asked to have a Being Prepared presentation for a local church group, Boquete Bible Fellowship. Charlotte Lintz has agreed to do this presentation for BHH. There may be 30-50 attendees at the presentation. The tentative date is November 18, 2023. Rod will be present to sell the Being Prepared booklets.

BLOOD MONTHLY REPORT. Carmen

The next blood drive will be in June 2024.

BLOOD PHONE LINE - MONTHLY REPORT. OCTOBER 2023

BLOOD DRIVE SATURDAY OCTOBER 19TH:
Pints collected: 69 - Matching Fund \$3,533.

PATIENTS THIS MONTH:

Requests for blood received: 12

PATIENTS THIS MONTH:

DATE	TYPE	PINTS	HOSPITAL	EXPAT	PANAMANIAN
4-oct-23	O+	2	REGIONAL		1
4-oct-23	AB+	1	CHIRIQUI	1	
5-oct-23	A+	1	REGIONAL		1
9-oct-23	O+	3	CHIRIQUI	1	
10-oct-23	A+	1	OBALDIA		1
12-oct-23	O+	1	REGIONAL		1
18-oct-23	O+	1	REGIONAL		1
22-oct-23	O+	2	REGIONAL	1	
24-oct-23	O+	2	REGIONAL		1
27-oct-23	O+	2	REGIONAL		1
28-oct-23	B+	1	REGIONAL		1
29-oct-23	O+	1	REGIONAL		1

-
 PINTS COLLECTED since 2019 --->

571

Patients attended since 2019

223

 This year

 73 (Expats 26 + Panamanian 47)

Estimated pints available at the blood bank :264

Communications -

No Communications Report

Community Outreach Direct Visits - Lesley Hughes, Team Leader

Community Outreach has been busy in October. A summary of our activities:

Oct 12 – Meeting at Hospital Regional of the Community Palliative Care Group: BHH was unable to send a translator with Dr. Rod so one of the palliative doctors in attendance translated for Dr. Rod. It was a panel presentation that had about 60+ attendees. None of the audience asked questions of any of the panelists afterwards. It is unknown what impact, if any, was had. Dr. Rod did make connections with two additional palliative care doctors that might be useful in the future. He passed out brochures and samples of family educational materials in Spanish. He will follow up with our PCC's to see if there was any up tic in phone calls or WhatsApp texts. He emphasized that communications should be by text with WhatsApp and not leave voice messages in Spanish.

Oct 21 – Bajo Boquete Community meeting.

Lesley and Maria P. attended the meeting and Maria spoke about BHH services and we distributed pamphlets and business cards. There were about 60 in attendance.

CPR Team report- Bob and Kelly Honyak

The next scheduled CPR classes will be January 10 & February 14 -
Following the general meetings at 11:30am.

Education Committee report- Maxine Wolfe, Team Leader

See Training below

Equipment - Team - Kat McKay/Sally/Cat Vann

Equipment Loans- 14 pieces- 5 Panamanians, 4 ExPats

Equipment Returns- 10 pieces- 3 Panamanians, 4 ExPats

Donations- \$20.00 from John & Janet Holloran

ipad donated by Debra Friedenbergl for use by the equipment team

This past week there was a pipe leak in one of the apartments above Lady's salon and water had leaked into locker #9. Quick response by new volunteer Yolanda Jiminez had most of the water soaked up in a day or two. Some boxes were wet and had to be thrown out. Jonothan, one of the owners of the locker units, has been very helpful loaning us a large fan to help dry the unit out. I have been checking on the unit on a daily basis. I think it will be totally humid free by early next week. No equipment was damaged.

Repairs- Bill Haldeman was busy repairing some items and salvaging what he could for parts. We discarded a walker, a bedside toilet and a wheel to a wheelchair that could not be repaired . Bill also trained Bob Honyak to help out with equipment repairs. Thanks to both Bill and Bob for their help.

The bed team is trying to get to David next week to have some new mattress covers made. Jeff Flynn will be helping out with this when we can avoid the protesters.

We may be able to obtain one more locker in the storage area if we feel it is needed and approved by the Council Unit #5 will be available soon

Events and Fundraising - Meg Wilson, resigned

Team leader needed.

No Report for October.

Financial Report - Bill Hinrichsen, Treasurer

Boquete Hospice and Health Foundation

Accounting Summary for the Month of October and Year-to-Date 2023

INCOME/DONATIONS	Current Month	Year To Date	BUDGET 2023
Tuesday Market		\$ 520.73	\$ -
Equipment	\$ 220.00	\$ 865.00	\$ 2,000.00
Respiratory		\$ 355.00	\$ 1,000.00
Blood Match Fund	\$ 1,582.00	\$ 7,579.00	\$ 7,000.00
Education - Being Prepared	\$ 30.00	\$ 706.00	\$ 800.00
General Donations	\$ 344.07	\$ 3,449.63	\$ 1,000.00
Sale of Equipment		\$ 75.00	\$ -
Interest Earned	\$ 24.75	\$ 45.73	\$ -
TOTAL	\$ 2,200.82	\$ 13,596.09	\$ 11,800.00

EXPENSES	Current Month	Year To Date	
Equipment - New & Maintenance	\$ 940.00	\$ 5,230.94	\$ 4,000.00
Respiratory - New & Maint.	\$ 244.62	\$ 1,662.99	\$ 4,202.00
Blood Drive - Total expenses		\$ 387.92	\$ 1,010.00
Hospice & Family Care - Printing	\$ 179.28	\$ 536.00	\$ 500.00
Admin. Legal/Accounting/Insurance		\$ 766.00	\$ 250.00
Admin. Phone	\$ 47.08	\$ 801.81	\$ 300.00
Admin. Animales Building - Rent	\$ 145.00	\$ 625.00	\$ 480.00
Admin. - Lockers Rent		\$ 3,291.47	\$ 3,600.00
Admin. Foundation Fee		\$ 400.00	\$ 400.00
Admin - Bank & Credit Cards Fees	\$ 16.36	\$ 95.13	\$ 600.00
Admin - Miscellaneous & Zoom Membership		\$ 574.91	\$ 200.00
IT - Database - Bubble/GoDaddy & Support		\$ 441.08	\$ 832.00
IT - Website - GoDaddy		\$ 81.17	\$ 22.00
Education Training - Gifts/Lunches/Misc. Expenses		\$ 183.96	\$ 855.00
Education Being Prepared - Printing & Rent	\$ 55.03	\$ 1,009.63	\$ 605.00
Volunteer Coordinator - Gifts/Lunches/Entert		\$ 500.05	\$ 1,100.00
Communication - Social Media		\$ 73.78	\$ 500.00
TOTAL	\$ 1,627.37	\$ 16,661.84	\$ 19,456.00

NET SURPLUS OR (DEFICIT) \$ 573.45 \$ (3,065.75)

Hospice and Family Care - Dr. Rod
No Report for October

Meals - Leslie Sterling
No meals were provided in October.

Magic of Music - Art Blevins, Val Strahl

In October, we created a training video to be used for the recent volunteer training, about the Music program.

And the Music Team also updated our pages on the BHH website and submitted new materials for upcoming newsletter and social media efforts at BHH.

Mental Health Initiative - John Earle and Dr. Rod
No Report for October

Newsletter/Announcement - Natalie Kelly Editor/Team Leader

The November announcements went out November 1. A full newsletter will go out December 1. Thanks to everyone who sent info to Natalie for the newsletter and to Deb for social media; it worked well.

Patient Care Coordinator - Bev, Denise and Liz

The PCC stats for October:

Equipment Loans

Panamanians - 6

Expat - 4

Equipment Returned:

Pan - 9

Expat - 5

Blood Calls:

Pan - 4

Expat - 1

Oxygen Concentrators:

Pan - 3

Expat - 3

Equipment Denied:

2 Panamanians, both outside our area

Other questions:

- is necessary to fast before specific medical tests - Panamanian
- loan of suction equipment - 2 Panamanians
- Chris' presentation at the General Meeting to be taped? - Expat
- what services we offer - Panamanian

Presentation Coordinator - Gerri Eckert

Welcome our new presentation coordinator!!

Respiratory team - Bill Halderman

We are delighted to have a new respiratory volunteer, Dan Jampole. He will join me on Nov 1 for training.

October Activity

Concentrator 20. Returned

Surge protector 12. Returned

Concentrator 32 checkout

Surge protector 17 checkout

Concentrator 34 checkout

Surge protector 8 checkout

Received 9, 16' O2 extension tubes

Portable concentrator 1 checkout and Check in

Concentrator 17 checkout

Surge protector 10 checkout

Technology Team - Chris McCall

This month Chris created and sent out the thank you letters to all of the matching fund donors.

He spent almost a week creating the Google maps functions to work in the database. After many extremely frustrating days he finally discovered that he was missing an API call and now things work great so PCC's will be able to click on a Google Map And that will record the address/location of the patient. The equipment team, meals team, Ambassador care package team or Hospice care can look on their screens and they will get directions from the equipment locker or their house to the patient they are attending to all from within the database.

Chris also made a movie of his presentation and posted it on our YouTube channel.

He created a flyer of the three current good movies on the channel for people to watch while they're locked away during the protests.

Translation - Open, Natalie Kelly, Acting Team Leader

Business was conducted as usual.

Training - Maxine Wolfe, Team leader

This month's new volunteer orientation had to be cancelled due to the protests last week. Max has rescheduled the orientation for February 2024. We had 7 new volunteers ready for the orientation. The volunteers will be directed to teams that they have indicated an interest in. They will receive training by the team leaders and will participate in the orientation classes when available.

Volunteer Coordinator - Kat

In October Rod and I met with 7 new applicants for volunteer positions.

Please welcome our new volunteers!

1. Dan Jampole has joined the equipment teams and is training with Bill for the respiratory team. Dan has a medical background as a hospital facilities engineer for many years.
2. Yolanda Jiminez has joined the equipment team . She is bilingual and will be a great help with the team.
3. Ralph Day- wants to help out the Fundraising team and home care when available. Ralph has been President of the Rotary here in Boquete many years ago.
4. Gordon Morgan- has expressed an interest in Admin. He has not been able to meet with me due to an emergency.
5. Dean Bausman- met with Rod and expressed an interest in Fundraising.
6. Gerri Eckert- has accepted the position of Speaker Coordinator and also helping out with fundraising. She has been VP of the ACCB in Boquete.
7. Bill Crabbe- has accepted the position as PCC and equipment teams. He has a background mental health and home healthcare.

Old Business

1. Update - 5013c. status (Dr. Rod)
2. Update on Liability insurance (Dr. Rod)

New Business

1. Implementing Change in Operational Hours

- We need to notify the public via the newsletter and social media so that they're not expecting help when it is not available.
- The hours on the website need to be changed in multiple places.
- Our business cards and flyers need to be updated to reflect the change in hours.
- Any outgoing messages on the phone line that lists hours need to be updated, etc.

2. Discussion Regarding Administrative Assistant

3. Potential nursing volunteers - Dr. Rob

4. Policy on oxygen concentrators

5. Progress on Bylaws and 3-Year Plan

6. Council Elections

7. Volunteer Luncheon

8. Discussion Who should have access to the database.

9. Equipment team -

Additional locker may be available. is it needed?.

10. Donor Relations (Natalie)

- Need an official team and team leader to establish process and develop and execute a plan for soliciting and acknowledging donations.
- \$12,000 donation made - educating people on ways to donate.
- A Donor Request Letter (see below) will be sent out several ways:
 - Via MailChimp (400+ names) prior to Thanksgiving (app. Nov. 15)

- In the President's Letter in December 1 newsletter
- Via News.Boquete (app. Dec. 17, best time?)
- Several times on social media
- List of previous donors needed for email specifically to them.

Donor Request Letter (suggestions welcome on content)

Dear Friend of Boquete Health & Hospice,

I hope this letter finds you well. The steadfast support and commitment of our volunteers and donors to Boquete Health & Hospice over the past 17 years have made a profound difference to scores of individuals in our community, bringing comfort and dignity to those facing many different health challenges as well as those with life-limiting illnesses, and we are truly grateful for your ongoing devotion and generosity.

We remain dedicated to our mission of providing exceptional end-of-life care, providing multifaceted support to patients and their families and educating the wider community about health-related matters. We are also always working to expand our services and reach, but can of course only do so with the backing of compassionate and regular donors.

For the record, BHH is supported entirely by donations from members of the community we serve. We receive no subsidies or funding from any other government or corporate sources.

So it is literally only with the help of loyal donors that we can sustain our services and programs, and as the end of the year approaches and we set our goals for 2024, we entreat you to consider contributing to BHH today. Be assured that *every donation, no matter what size, goes directly towards the work we do and helps us to achieve those our goals.*

There are several ways to donate, as detailed below, and if you are not able to do so at this time, we would ask that you pass this appeal on to family, friends, and colleagues who may be in a position to contribute:

- Make a donation via our website with your Visa or MasterCard.
- Make a direct deposit or an electronic transfer to our bank account: Bank name – Banco General, Account name – Boquete Hospice and Health Foundation, Account number – 04-48-96-075844-7, Account type – Savings.
- Donate checks or cash directly (*all checks must be made payable to Boquete Hospice and Health Foundation*): at one of our monthly Council or general meetings, at one of our blood drives, at a BHH workshop or event, at our blood pressure table in the Tuesday Market (located in the old theater at Tap Out), or when picking up or returning equipment at one of our storage facilities.

Thank you once again for your commitment to Boquete Health & Hospice.

BHH Council Rolling Calendar

November 2023

Nov 1 - Council Meeting

Nov 8 - General Meeting

- o Discussion with Dr. Rod Gottula - "We Want Your Feedback! Help Shape the Future of BHH!"

Nov 18 - Being Prepared at Boquete Church

December 2023

Dec 6 - Council Meeting

Dec 13 - Volunteer Appreciation Luncheon (in lieu of general meeting)

January 2024

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

Jan 9 - Being Prepared Class - Animales Center

Jan 10 - Annual (General) Meeting

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

- o Election of Council officers

Jan 10 - CPR Class

February 2024

Feb 7 - Council Meeting

Feb 14 - General Meeting

- o Presentation - Art as Therapy - Mary Ellen Watts

Feb 14 - CPR Class

Feb ? - New Volunteers Orientation Class TBD

March 2024

Mar 6 - Council Meeting

Mar 13 - General Meeting

2023 Initiatives and Status

- Jan Fill IT Team Lead position (Kat) **(IN PROCESS)**
- Jan Fill Microsoft 365 position (Kat/Dave) **(ON HOLD)**
- Jan Resume in-person Being Prepared workshops (Kat/Sandra)
- Jan New Volunteer Training Class (Max)
- Jan Purchase of wireless microphone and projector for class/meetings (Max)
- 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 (Dr. Rod) **(IN PROCESS)**
- Jan Fill Newsletter Coordinator position (Natalie)

- Feb Resume home visits (Bev/Denise/Craig) **(IN PROCESS)**
- Feb Find more ways to use the Ambassador Team (Lesley)
- Feb Fill Volunteer Coordinator position (Kat)

- Mar Fill Equipment Team Lead position (Kat)
- 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)

- June New Volunteer Training Class (Max)
- June World Wide Blood Drive

- July Review Initiatives (Council)
- July Increase volunteers on all teams (Kat)
- July CPR Training
- July New Volunteer Training Class SPANISH (Max)

- Aug Farewell Pot Luck for Craig and John
- Aug Volunteer Training (Max)

- Sept. Presentation at monthly meeting - Dr. Sunny Roe

- Oct Presentation at monthly meeting - Chris McCall
- Oct CPR Training
- Oct Heroes Blood Drive
- Oct New Volunteer Orientation (cancelled due to protests)

- Nov. 18th - Being Prepared Class - Boquete Bible Fellowship

- Dec Volunteer Appreciation Lunch