



A look at the Auxiliary's early history provides insight into how, over the past 38 years, this dedicated group has attracted thousands of caring Volunteers who have contributed more than four million hours of service as of September 27, 2007, and have raised more than \$20 million for Eisenhower Medical Center, formally dedicated on November 27, 1971.
[Note: Auxiliary Board members do not receive service hours.]

An Historical Perspective on the Auxiliary: Years 1969 to 1978

The General's Aides Report is publishing a multi-part series on the history of the Auxiliary. This first issue in the series features its formative years.

1969

Dolores Hope spearheads the beginning of the Auxiliary by inviting a small but enthusiastic group of women for tea at her Palm Springs home in November. Phyllis Byrne and Kay Waycott agree to co-chair the organization; Florence Hamilton is a guiding force from the group's inception. By-laws are written and dues structure established.

Dolores Hope invites 12 friends – hospital trustees and their spouses – to make plans for the "Eisenhower Medical Center Ladies Auxiliary." Each invites additional friends to join them for tea on December 4 at the home of Louella Ettelson at the La Quinta Country Club. More than 135 attend.

1970

At the organization's first Annual Meeting in March, Joy Welsh is unanimously elected first President. Phyllis Byrne and Kay Waycott retire as co-chairs. By now, the Auxiliary has more than 1,000 members.

The first Collectors Corner, in the form of an elegant cocktail party with a deluxe bazaar, is held in April at the home of Louise Durham in Thunderbird Heights. In its first year, Collectors Corner nets over \$21,000 for Eisenhower Medical Center.

The Auxiliary Executive Board is granted permission from the Eisenhower Medical Center Board of Trustees on May 7 to delete the word "Ladies" from the organization's title, thereby allowing men to join the Auxiliary. The new name is "Eisenhower Medical Center Auxiliary."

1971

Over \$27,000 is raised from a champagne luncheon and fashion show in the home of Mr. and Mrs. John King in February. Co-chairing the event is Barbara Marx (now Barbara Sinatra).

A second Collectors Corner event is held in April under a huge tent on the Eisenhower grounds. Items include a 1967 English taxicab donated by Frank Sinatra (it sold for \$5,000) and a silk robe formerly owned by actress Carole Lombard. Celebrities in attendance include emcee Don Wilson (Jack Benny's long-time announcer/sidekick), Walter Annenberg, Hoagy Carmichael, Arthur Lake, Ross Martin and Lucille Ball. Auxiliary members join Bob Hope in a rendition of "Thanks for the Memory." Admission to the event is \$15.

On May 6, the official Auxiliary uniform takes shape when Dolores Hope arranges for use of the Eisenhower Medical Center logo (protected by the United States Patent Office and State of California) to be incorporated into a fabric design for smocks, aprons and jackets.

1972

The first issue of *The General's Aides Report* is published in January. Rose Phillips is appointed as the first Director of Volunteer Services.

The first annual *Voices of Christmas* concert is held on December 10. Bob and Dolores Hope sing a duet of "Silver Bells," and actor William Conrad recites the poem, "The Stranger." As of this date, the Eisenhower Auxiliary has grown to 1,476 members.

1973

In April, ground is broken for the new, permanent 4,568-square-foot Collectors Corner premier resale shop at San Jacinto and Highway 111 on land donated in May 1972 by Rex and Emma Bartlett of Thunderbird Country Club. A 90-day completion of the structure is promised.

1974

A new pilot program, the Junior Auxiliary, consisting of young hospital volunteers age 14 or older, is approved by Eisenhower's Board of Trustees. Interest in initiating such a program came from the teens themselves.

Five Star Favorites, a cookbook featuring favorite recipes from friends of Mamie and Dwight D. Eisenhower, is published in June. Dolores Hope officially presents the book to the family of President Richard M. Nixon.



Fall 1971: Interest in Eisenhower's Auxiliary is vividly demonstrated by the many members who attended the Auxiliary's meeting just prior to the dedication. It was a standing-room-only crowd that met at the La Quinta Hotel.



December 1971: The first Christmas tree for the Eisenhower Memorial Hospital was furnished by the Auxiliary, trimmed under the direction of Mr. and Mrs. Walter Muntz.

1975

By January, six Junior Auxiliary members complete participation in a special orientation program, where "the importance of good behavior, dependability and neatness" is explained to them.

Spring marks the start of the seventh year of the Eisenhower Medical Center Auxiliary, with Doris Marks in office for her second year as president. One of her first duties for the year is to present Auxiliary Education Fund checks to six Eisenhower employees for continuing education. Dorothy Thomson chairs the Auxiliary Scholarship Committee.

In the fall, the Auxiliary introduces the design of a bicentennial Christmas card. Phyllis Byrne chairs the Planning Committee for the *Voices of Christmas* fundraiser and meetings are held to coordinate new fund-raising events, including the Spring Tennis Tournament.

The fall Membership Meeting, held at Thunderbird Country Club, is highlighted by speeches given by Peter Lake, MD, Director, Medical Education and Research, and Charles McCommon, MD, Director, Community Blood Bank.

The Auxiliary is caught up in the holiday spirit in December with Volunteers decorating a beautiful tree in the hospital lobby and making special favors for patient trays. Junior Volunteers assist in wrapping cookbooks for holiday sales.

The fourth annual *Voices of Christmas* dinner dance is held at the Gene Autry Hotel, featuring Les Brown and His Band of Renown, and Alex Dreier, who gives a moving rendition of the poem, "The Stranger."

1976

Helen Stambaugh donates a station wagon to the Community Blood Bank for transporting frozen units of blood to participating hospitals, and the Auxiliary donates \$10,000 to purchase a mobile blood unit to serve outlying areas. The Auxiliary also donates over \$30,000 to purchase a microscopy system for use in microsurgery.

On the heels of the fifth annual *Voices of Christmas* dinner dance, which draws more than 300 people, Betts Simon and Mary Jane Jenkins co-chair a committee to plan the Bob Hope Desert Classic Ball at the Riviera Hotel.

1977

Betts Simon is elected to a second term at the spring Annual Meeting, held at the Desert Island Clubhouse.

Expansion is also underway at the hospital Gift Shop, it too having outgrown its original quarters. After serving as Gift Shop manager for five years, Helen Hubbard retires and is replaced by Gloria Bash.

In November, the fall General Meeting is held at Thunderbird Country Club.

Former President Gerald and First Lady Betty Ford, who are new to the desert, attend *Voices of Christmas* at the Gene Autry Hotel on December 15.

The new addition to Collectors Corner is dedicated with a champagne reception, and the year is brought to a close with the annual fashion show luncheon at Thunderbird Country Club.

1978

The tenth Annual Meeting is held at The Springs Clubhouse. Newly elected president Mary Anger presides, and Charles Hopson becomes the first male member appointed Chairman of the Standing Committee. The Scholarship Loan Fund has to date awarded \$12,000 to 24 Eisenhower employees. Three "Resusci-Annies" donated to the Assistance League of the Desert for CPR training.

At the November meeting held at Desert Island Clubhouse, the Auxiliary accepts the resignation of President Mary Anger, due to her ill health. Joan Sinn replaces her. Mary Anger is unanimously elected *President Emeritus* of the Auxiliary in recognition of her countless contributions to Collectors Corner, and for her dedication and devotion to Eisenhower Medical Center.

"Love in Bloom" is the theme of the year-end fashion show luncheon at Thunderbird Country Club, with new styles presented by Hirokos of Palm Desert.



February 1976: As a result of proceeds generated by the Auxiliary's Gift Shop and Collectors Corner, Doris Marks presents a \$100,000 check to Eisenhower President Dolores Hope at the Annual Meeting, bringing the Auxiliary's total annual contribution to \$300,000. Betts Simon is President for the coming year. The guest speaker at the meeting is Eisenhower Executive Vice President John Sinn, who thanks the Auxiliary for their phenomenal fundraising efforts. Pictured in center are Helen Hubbard, Gift Shop, Dolores Hope and Mary Anger, Collectors Corner. At right is Doris Marks, 1975-76 Auxiliary President. In the back row from left are members of the Auxiliary Board of Directors, Millie Gonyea, Elizabeth Yost, Alexis Newbrander, Katie Juvonen, Hazel Jaggar, Betts Simon and Mollie Cullum.



Spring 1977: Ground is broken for a 4,700-square-foot addition to Collectors Corner in Rancho Mirage. Left to right: Members of the Building Committee included Doris Marks; Alexis Newbrander; William Juvonen; Betts Simon, Auxiliary President; Charles Anger, Eisenhower Trustee; Mary Anger, Vice President, Collectors Corner; Paul Jenkins and Florence Hamilton, Eisenhower Trustees, and Kay Waycott.



Spring 1978: Honored for outstanding Volunteer hours are (left to right): Edna Breckenridge, 1,000; Lil Thomas, 2,000; Charles Hopson, 2,500; Cleo Mackie, 1,500; Edith Puls, 1,000; and Helen Cusack, 2,000.



A look at the Auxiliary's early history provides insight into how, over the past 39 years, this dedicated group has attracted thousands of caring Volunteers who contributed more than four million hours of service as of September 27, 2007, and raised more than \$20 million for Eisenhower Medical Center, which was formally dedicated on November 27, 1971. [The four million service hours represent actual Volunteer hours, as Auxiliary Board members do not receive service hours.]

An Historical Perspective on the Auxiliary – Part II: 1979 to 1988

1979

- *The General's Aides Report* adds a new column, *Spotlight*, to honor individual members. Hazel Jaggar, a long-time Auxiliary supporter and Collectors Corner Vice President, is featured.
- The new Marriott Rancho Las Palmas Resort hosts the Auxiliary's 10th annual General Meeting; former First Lady Betty Ford is guest speaker.
- Auxiliary members' homes and Collectors Corner suffer flood damages in July. Opening day proceeds from Collectors Corner exceed all previous at \$18,300.
- Jary Pruitt becomes Director of Volunteer Services.
- The Knitting Committee donates a *crash cart* of specialized equipment for Respiratory and Cardiology Departments, and the Auxiliary pledges \$150,000 for a Radiology Room adjacent to the Emergency Department.
- Alex Dreier offers a heartfelt prayer at the *Voices of Christmas* for the release of American hostages in Iran. Entertainment is provided by Frank Sinatra, Bob and Dolores Hope, and Les Brown and his Band of Renown.

1980

- George Pinkley, United Press International Chief during World War II, participates in Collectors Corner fundraiser to autograph copies of his new book, *Eisenhower Declassified*.
- The Auxiliary raises more than \$1 million to date for the Medical Center.
- Junior Volunteers fill many temporarily vacated Volunteer positions during summer, donating 1,899 hours.
- American author Norman Cousins is featured at the fall Membership Meeting; and the holidays are highlighted by vocalist Mel Torme's performance at the annual *Voices of Christmas*.



Eisenhower Trustee Florence Hamilton (left) and Auxiliary past presidents Phyllis Byrne (right) and Doris Marks (second from left) greet the Honorable Leonore Annenberg at the reception following the 1982 spring General Meeting.

1981

- Fashions by renowned French designer Louis Feraud are premiered in the United States at the Spring Fashion Show fundraiser. Proceeds of \$44,000 are raised.
- Betty Ford, guest speaker at the fall Membership Meeting, discusses the Betty Ford Center at Eisenhower, set to open in September 1982. The Auxiliary pledges \$500,000 to the Hospital for a CT scanner.
- The 10th annual *Voices of Christmas* raises \$50,000 for the Betty Ford Center.
- Doris Cudworth becomes Director of Volunteer Services.
- Dolores Hope, on behalf of Eisenhower's Board of Trustees, honors Auxiliary member Abe Schlesinger for "exemplary volunteer work for the Data Processing Department," resulting in a substantial savings to Eisenhower.



The Betty Ford Center Book Store opens November 4, 1982 under the auspices of the Hospital's Gift Shop and is completely staffed by Volunteers. Committee members include (from left) Ruth Lee, Dorothy Carlile, Joan Stein, Lillian Thomas, Margaret Sticklen, Chair, and Laverne Tucker.

1982

- Essential records on each member are converted from manual to data processing.
- The new Annenberg Center for Health Sciences at Eisenhower hosts the spring General Meeting. Guest speaker, The Honorable Leonore Annenberg, summarizes her year as Chief of Protocol under the Reagan Administration.
- *The General's Aides Report* expands from seven small editions to four larger, more complete issues per year.
- A second edition printing of *Five Star Favorites* is ordered. The sellout of the cookbook's original 50,000 copies raised more than \$200,000 for the Medical Center.
- A new Auxiliary office opens in the Kiewit Building.
- Volunteer service hour pins are designed.
- Eisenhower Medical Center honors its working Volunteers with the first annual *Volunteers Christmas Party*.
- The annual *Voices of Christmas* raises \$58,000 for the Cardiology Department.
- The Medical Wives Association, a non-fundraising group, becomes a separate committee within the Auxiliary.



Ensuring the March 1982 Kissinger fundraiser will be a success are (standing, from left) Joan Operhall, Camille Homme, Dorothy Paulson, Joan Sinn, Ruth Seyferth, Catherine Juvonen, Doris Marks, Jeanne Garland, Barbara Leberman, Margaret Robinson, Sally Brooks, Helen Hubbard, Chair, Dorothy Frank, (seated, from left) Ardith Marguleas, Marguerite Murphy and Millie Gonyea.

1983

- "Historical Insights," a sellout lecture given by Dr. Henry Kissinger, former Secretary of State, makes a \$75,649 profit at a March fundraiser.
- The spring General Meeting highlights include \$100,000 from Collectors Corner; \$300,000 presented for Radiology Department expansion and equipment; and a new Ford station wagon presented to the Betty Ford Center.
- An invitational tea is held at the home of Dolores Hope for working Volunteers with 150 or more hours of service.
- The Palm Desert Town Center opening gala is the largest fundraiser to date at \$150,000.
- At the fall Membership Meeting, \$150,000 is presented for a Surgical Recovery Room.
- A record-breaking 200 copies of *Five Star Favorites*, totaling \$3,000 revenue, are sold during Betty Ford's autograph party at Collectors Corner in November.

1984

- Founding member and former Auxiliary President Alexis Newbrander dies unexpectedly in March. The scholarship fund, established in 1975 for eligible Medical Center employees, is renamed the "Alexis Newbrander Scholarship Loan Fund" in her honor.
- In the fall, two copies of the *Five Star Favorites* cookbook are requested by the Mamie Eisenhower Museum in Boone, Iowa, and 225 editions are sold in one afternoon at a Cookbook Autograph Party hosted by Dolores Hope.
- Highlights of the 15th annual Membership Meeting include \$150,000 from Collectors Corner, and an announcement that the store has contributed over \$1 million in sales to date to the Medical Center.
- The year ends with a reception for more than 340 Auxiliary members at the home of Betty Ford.

1985

- The first annual *Symphony on Ice* fundraiser is held at the Palm Desert Town Center.
- Collectors Corner opens a 4,000-square-foot sister store, The Bargain Corner, in Indio. [The store remains open until February 1987.]
- In spring, the Auxiliary Office relocates to the new Uihlein Administration Building.
- Mary Arnett becomes Director of Volunteer Services.
- The Auxiliary funds \$500,000 for a pediatric wing.
- Nine thousand yards of a new *strike-off* uniform fabric is ordered. The fabric is colorfast and requires little or no ironing.
- The annual *Voices of Christmas* features singer Jack Jones and Les Brown and his Band of Renown. Bob and Dolores Hope sing a duet of "Silver Bells."



Enjoying the 1985 Symphony on Ice are (left to right) the late Honorable Walter H. and Mrs. Annenberg, Auxiliary past President Betts Simon and Mitchell "Curly" Simon.

1986

- In February, the Starmakers Sewing Committee begins its assembly of souvenir star-shaped pillows to be given to pediatric patients upon admission.
- At the spring General Meeting, Dolores Hope recognizes Volunteers Lil Thomas, LaVern Tucker, Savilla Booth and Ted Steinberg for their many hours of service. Mrs. Hope announces that since 1970, the Auxiliary has given more than \$2 million to the Medical Center and boasts more than 1,700 members; Volunteer membership has tripled since 1971, and 11,563 Volunteer service hours were recorded in 1985 with 45 departments served.
- Volunteer services are added to the Barbara Sinatra Children's Center at Eisenhower (opening in summer), the new Five Star Club adult day care center in Cathedral City, a bereavement support group, and the Eisenhower Immediate Care Center in La Quinta.
- Upon request of the Medical Wives Association, the Auxiliary temporarily funds two to eight weeks of housing costs for approximately 15 needy cancer patients from outlying areas.
- The Auxiliary pledges \$500,000 to finish the Florence Swanson Hamilton Memorial Atrium [located between the Margaret Sticklen Gift Shops].



In December, 1986, Dolores Hope (right) autographs several copies of Five Star Favorites cookbooks. Left is Auxiliary member Betty Warren.

1987

- A plaque is installed in the Hospital Lobby listing names of the first Volunteers who have donated 10,000 hours or more.
- Professional appraiser Jack Drew volunteers his time to appraise merchandise donated to Collectors Corner. A special community *Appraisal Day* is held in February.
- At the spring General Meeting, Eisenhower President John Sinn accepts \$200,000, the first installment of a \$1 million pledge for the Dolores Hope Outpatient Care Center, stating, "The rapid growth of Eisenhower could not be accomplished without our outstanding Auxiliary."
- Joyce Babyak becomes Director of Volunteer Services.
- The year is capped with \$84,000 in net proceeds from the annual *Voices of Christmas*, and a surprising \$400,000 profit from Collectors Corner in a brief four-month period.



Volunteers are honored at an ice cream social during the 1988 National Volunteer Week, first established in 1974 by President Nixon. Host and hostess Volunteers, left to right: Gig Shaffer, Tom Williams, Doris Ziegenfuss, Eileen Baldwin, Ted Steinberg, Esther Sabbah, Beverly Paris and Judy Wentworth. Not pictured is Lil Segal. Outfits designed and created by Volunteer Marian Arnold.

1988

- The spring General Meeting begins with a silent prayer for deceased Auxiliary founding members Mollie Cullum and Florence Hamilton. An \$800,000 check completes the Auxiliary's pledge of \$1 million for the Dolores Hope Outpatient Care Center.
- At the fall Membership Meeting, \$50,000 is received from Collectors Corner, and an announcement is made that more than 120,000 Volunteer service hours were logged in the previous 10 months.



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An Historical Perspective on the Auxiliary: 1989 to 1998

1989

- More than 1,000 attend Liza Minnelli concert at McCallum Theater; net profit of more than \$350,000 is shared by the Betty Ford Center and the Eisenhower Medical Center Auxiliary.
- Volunteers host Community Awareness Health Fairs at various country clubs from January through April.
- Highlights of the 20th spring general meeting include \$80,000 to the Emergency department (ED) from *Voices of Christmas 1988*; Volunteer appraiser Jack Drew is presented a gold-handled magnifying glass for his more than seven full-time years of appraising items for Collectors Corner; Betty Warren Walz receives silver medallion in appreciation for her years of service as *Five Star Favorites* Cookbook Chair; and Collectors Corner Volunteers are applauded for a year which realized a \$967,000 in sales.
- The Auxiliary brings the decade to a memorable close with a \$1 million presentation to the ED.



Fashion designer Nolan Miller, standing left, and his wife Sandra join Phyllis and Harry Hoyt, owners of Cabale Cachet, and Auxiliary Special Events Chair Vicki McDermott at the fashion show which presented Miller's 1991 Spring Designer Collection. Seated, from left, are Lee Minelli, Betty Ford and Carol Probst.

1990

- The Auxiliary purchases a refrigerated floral case for the hospital lobby.
- Highlights of the 21st spring general meeting include recognition of Volunteers who have given more than 4,000 hours of service. Notable presentations include \$1 million to Auxiliary from Collectors Corner, \$1 million to Eisenhower for the Gift Shop remodel; and \$97,500 from *Voices of Christmas 1989* for the ED's cardiac room in memory of John Sinn.
- A spectacular 2,000 Years of Nursing fashion show in honor of *National Volunteer Week*, features actual nursing uniforms throughout the history of nursing, modeled by Eisenhower Volunteers — all retired nurses themselves.
- New computers streamline sales and inventory records in the Gift Shop and Betty Ford Center Book Store.
- The annex of the newly expanded Collectors Corner adds 3,400 square feet, connecting two principal buildings in use.
- Barbara Sinatra, guest speaker at the fall membership meeting, thanks 51 Volunteers for their combined contribution of more than 6,000 hours annually to the Children's Center. The Nuclear Medicine department receives \$807,000 from the Auxiliary.



April 1991: Del Sharbutt, speaking on the importance of volunteerism, told the audience that "happiness is not an end product, but a by-product of service to our fellow human being." Afterwards, he received words of thanks from Betty Schmidt, left, Claire Woolery, Irene Swain, Geri King and Lu Pederson.

1991

- The Nolan Miller Fashion Show in January is touted as "one of the most beautiful and rewarding special events ever." Net profit of \$60,000 goes to ultrasound equipment for the Breast Center.
- First Lady Barbara Bush accepts an Honorary Life membership in the Auxiliary.
- The Auxiliary purchases a security system for the new Gift Shop.
- A dedication ceremony is held in the fall for the new hospital lobby and atrium, in memory of Florence Hamilton, and the two new Gift Shops.
- Dolores Hope, founding Trustee of Eisenhower Medical Center, President of Eisenhower for eight years and Chairman of the Board of Trustees, speaks at the fall membership meeting, marking the hospital's 20th anniversary and the Auxiliary's 22nd year of activities.



1991: Savilla Booth, second from right, whose volunteer service hours exceed 19,000, was surprised with a birthday bouquet at an informal party. With her are Rhiannon Howell, Volunteer scheduler, Jeanne Camm, an Auxiliary past-president, and Joyce Babayak, Director, Volunteer Services.

1992

- 23rd spring general meeting includes notable presentations to the Auxiliary of \$600,000 from Collectors Corner and \$81,000 from the 20th annual *Voices of Christmas*. Eisenhower receives \$250,000 for the lobby and waiting room of the new Lakeview medical building, to be completed in late November.
- Praise is given at the *National Volunteer Week* luncheon to more than 1,800 volunteers — men, women and 500 teenagers — who in the past 20 years have contributed more than 2 million service hours and more than \$8 million to Eisenhower Medical Center.

1993

- The 24th spring general meeting includes presentations of \$40,000 from the Gift Shops and \$450,000 from Collectors Corner.
- The fall membership meeting includes a unique twist on the typical guest speaker format — Dr. Gino Tutera, Medical Director of Eisenhower's new birthing center, is interviewed on stage by talk show personality Michael Dante. Presentations include \$200,000 from Collectors Corner and \$500,000 toward the birthing center. Volunteer Walter Kempf is recognized for his generous donation of gold five star pins to members with 2,500 or more hours of service.
- Walter Kempf receives recognition for his work with AIDS patients at Eisenhower.
- Volunteers assist the breast center to provide a self-examination training program.

1994

- The 25th spring general meeting guest speaker, Eisenhower Chief Executive Officer Nancy Wilson, gives keynote address on "Eisenhower Medical Center: 25 years of Achievements." More than \$10 million in fundraising efforts and over \$20 million in salaries have been saved through volunteer hours.
- The 25th year of the Auxiliary comes to a close with the Volunteer Services Holiday Dinner Dance, which attracts more than 600 volunteers and guests to the Rancho Las Palmas Resort Hotel.



April 1994: Fourteen of the Auxiliary's original members, who have served for 25 consecutive years and continue to serve, are presented with gold clocks by Auxiliary President Vicki McDermott at the spring annual meeting. Front row (from left): (Vicki), Anita Bremon, Loretta Aughtry, Savilla Booth, Carol Milne and Mary Scott. Back row (from left): Louise Hudson, Lillian Thomas, Dorothy Paulson, Vivian Hardt, Helen Hartman and Paula McCreadie. Not pictured: Virginia Crockett, Dorothy Tallman and Kathleen Waycott.

1995

- In March, the Coachella Valley's first-ever *Desert Showcase House* gala and tour at Thunderbird Country Club is a success thanks to the hard work of Volunteers and many Showcase Committees.
- The spring general meeting highlights include "Legacy of Eisenhower Medical Center" video which features history of Eisenhower's growth and the contributions that have led to its present success and a video of the Kay Waycott Memorial Rose Garden dedication.
- Volunteer Edie Howard creates young ladies' spring dresses for girls in need at Barbara Sinatra Children's Center.
- The fall membership meeting highlights include a \$350,000 check to Eisenhower Medical Center. Upon \$5,000 donation from Volunteer Walter Kempf, the Auxiliary establishes The Walter Kempf Scholarship Fund for Eisenhower students.
- *Voices of Christmas 1995* features first-ever Christmas tree auction.
- Ted Steinberg, noted to be one of America's oldest working volunteers, passes away December 28, 1995.



May 1995: Volunteer Ted "Mr. EMC" Steinberg officially cuts the first slice of his 100th birthday cake with wife Lynne (left) and Auxiliary President Vicki McDermott. More than 300 Auxiliary members joined the celebration honoring Ted following the Auxiliary's 26th spring annual meeting. Ted received congratulatory kisses and handshakes from hundreds of fellow Volunteers, gave television interviews, and – ever true to his nature – was the last one to leave the party!

1996

- John Fuschetti, the Auxiliary's first male President, is elected at the 27th spring general meeting. Presentations include \$500,000 as part of a \$1,200,000 pledge to Eisenhower for a proposed surgical pavilion.
- A select group of Eisenhower Volunteers joins forces with Information Systems and Quality Improvement departments to implement the hospital's new Patient Representative project to provide Eisenhower with a broader view of patient concerns through surveying of inpatients.
- Referred to as *The Angel Gabriel*, Volunteer Dottie Gabriel for the third time donates her \$100 cash award as she continues to be honored as local winner of the annual James Cash Penney Award for Community Service, a national recognition, for her "outstanding volunteer service to improve the quality of life for others."
- The Gift Shops are renamed "Margaret Sticklen Gift Shops" honoring Sticklen's years of service; City of Rancho Mirage declares November 14, 1996 as *Margaret Sticklen Day*.
- Community parenting programs at the birthing center benefit from the fall *Holiday Wonderland* which features a festive display of decorated trees, wreaths and menorahs, a silent auction and two days of entertainment.

1997

- Eisenhower employees and Volunteers staff the Palm Desert Civic Center's *SpringFest*, which offers free and reduced cost health screenings and information about Eisenhower's programs and services.
- The 28th spring general meeting marks the beginning of a new era for the Auxiliary — discontinuation of the fall membership meeting and a combination of the annual Working Volunteers Recognition Luncheon with the spring general meeting to enable the Auxiliary to concentrate efforts on providing one speaker and a comprehensive agenda of business that lies ahead in each forthcoming Auxiliary calendar year. Eisenhower receives \$500,000 from the Auxiliary.
- The Auxiliary's new Life Achievement Award for those with 20,000 hours or more is awarded to volunteers Margaret Sticklen, Ruth Servais and Lil Thomas.
- California Association of Hospitals and Health Systems (CAHHS) awards distinction of "Best Volunteer Newsletter statewide" to *The General's Aides Report*.
- Thirty-five Anza Hamilton High students enroll at Eisenhower in the new Pathways Academy, designed to keep kids in school by exposing them to a variety of career choices.
- Helen Fish, Auxiliary secretary of 20 years, retires in December.
- The CAHHS informs the Auxiliary that Eisenhower Medical Center has more than twice the number of working volunteers than most hospitals of comparable size in California, based on a random survey.
- The Auxiliary hosts *Holiday Walk on El Paseo* from November 24 through December 14 to benefit the Eisenhower Five Star Club.

1998

- Pool Volunteer Mike Moldenhauser is congratulated for winning four medals — two for swimming and two for tennis — at the Desert Special Olympics Area Meet in March.
- The 29th annual membership meeting highlights include \$400,000 to Eisenhower as the second installment on \$1.2 million pledge for the surgical pavilion and Collectors Corner stuns Auxiliary with \$500,000 presentation.
- The Scholarship Committee announces 358 scholarships awarded to date in the amount of \$281,683.
- Joyce Babyak retires after 11-plus years as Director, Volunteer Services. Rhiannon Howell, administrative secretary and Volunteer scheduler of the past 12 years, is appointed as new Director.
- Proceeds from *Holiday Voices* will provide patient financial assistance for and support to the programs and services of Eisenhower Five Star Club.
- Eisenhower's Junior Volunteer Program, in its 24th year, flourishes to the benefit of both and the juniors who experience the workings of a community hospital and gain exposure to responsibility and interaction with adults.
- Collectors Corner enjoys successful profits year after year while also brightening the lives of those less fortunate. The Corner often donates its surplus of clothing to Martha's Kitchen, used eyeglasses to Habitat for Humanity, and selected toys and children's clothing to the Barbara Sinatra Children's Center.

Next issue: 1999 to 2007



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An Historical Perspective on the Auxiliary: 1999 to 2008

1999

- The 30th Annual Meeting celebrates Dolores Hope and Auxiliary past presidents and chronicles the history of the Eisenhower Medical Center Auxiliary as it parallels the growth of the Medical Center. Highlights include \$700,000 from Collectors Corner, \$300,000 to Eisenhower for the Andrew Allen Surgical Pavilion, and \$87,000 to the Five Star Club, generated by the 1st annual *Holiday Voices*.
- Original letters of congratulations to various Auxiliary presidents, written by Dolores Hope, Leonore Annenberg, and former First Ladies Mamie Doud Eisenhower, Betty Ford, Barbara Bush and Pat Nixon, are preserved under glass and hung in the Auxiliary office (now on display in the Hospital Lobby).
- Eisenhower's Junior Volunteers Christine Blue and Anant Patel give live, local television appearance to promote the Eisenhower Auxiliary's Junior Volunteer Program.
- The Margaret Sticklen Gift Shop holds its 15th Annual Santa's Workshop and Bake Sale.
- The 2nd annual *Holiday Voices* generates \$117,000 towards equipment and education to support Eisenhower's Breast Center.



1999: Auxiliary Founder Dolores Hope receives a heartfelt standing ovation during the 30th Annual Meeting as she is escorted to her seat by Eisenhower Board of Trustee Chairman Edwin C. Johnsen.

2000

- Eisenhower's Volunteers continue their traditional participation in the Palm Desert Golf Cart Parade.
- The 3rd annual *Holiday Voices* generates \$112,375 toward equipment and education at Eisenhower's Peter Lake Radiation Oncology Center.
- In Memoriam: Emma Gale Bartlett, who donated the land on which the original Collectors Corner was built, and Jack Drew, a volunteer appraiser for Collectors Corner since 1980.

2001

- Betty Ford Center Children's Program receives \$350,000 toward building a playground at the Center.
- Auxiliary past president John Fuschetti receives Rancho Mirage's Riverside County *Desert Senior Inspiration Award*. The award is given annually to a senior who personifies a healthy, active and contributing lifestyle.
- Collectors Corner Gallery opens near Collectors Corner and features a 7,000-square-foot showroom of fine upscale furniture, artwork and accessories.
- The 4th annual *Holiday Voices* generates \$350,000 and includes the sale of 200 pre-lighted artificial Christmas trees at the gala.
- In Memoriam: founding member Anita (Mrs. Bob) Bremson and Eugene Kreisler, Eisenhower Volunteer of 14 years and past Auxiliary Treasurer.

2002

- 33rd Annual Meeting highlight: \$350,000 as partial payment on a \$1 million pledge toward the future Healing Garden at the Eisenhower Lucy Curci Cancer Center.
- As part of *Eyes Across the Desert*, Eisenhower Volunteers donate over 3,000 pairs of eyeglasses to the Lions Club for individuals, especially children, who cannot afford to purchase them new.
- The 5th annual *Holiday Voices* generates \$45,000 towards the Eisenhower Arts in Healthcare Program.
- In Memoriam: Ambassador Walter H. Annenberg.

2003

- Volunteers play major role in Bob Hope's 100th birthday celebration.
- 34th Annual Meeting highlights: guest speaker Barbara Sinatra, Founder and Chair of the Barbara Sinatra Children's Center at Eisenhower. The Healing Garden at Eisenhower Lucy Curci Cancer Center, to be completed in fall 2003, receives \$500,000 as final installment on a \$1 million pledge. Collectors Corner – the resale jewel of the desert – presents a check to the Auxiliary for \$475,000, profit for one year's sales!
- Eisenhower's Performance Excellence initiative opens to Volunteers. The program is made possible by Lois Horvitz, benefactress and Board of Trustees member.
- Emergency Department Volunteer Cartwright "Spike" Hunter, age 92, receives Rancho Mirage's Riverside County *Desert Senior Inspiration Award*.
- The 6th annual *Holiday Voices*, the most outstanding Auxiliary fundraiser to date, generates \$111,000 towards the Eisenhower Arts in Healthcare Program.
- In Memoriam: Bob Hope, founding Trustee and one of Eisenhower's most ardent supporters, and Laura Cross, volunteering since Eisenhower's dedication in 1971.

2004

- 35th Annual Meeting highlights: a milestone gift of \$1 million to Eisenhower Medical Center – the largest single donation in the Auxiliary's 35-year history – to fund a CT scanner for the Emergency Department.
- Volunteers demonstrate their artistic abilities at an Art Show during the Annual Meeting and National Healthcare Volunteer Appreciation Luncheon.
- Volunteer Shirley Chapnick receives Rancho Mirage's Riverside County *Desert Senior Inspiration Award* – 12 years after her husband and former Eisenhower Volunteer Allan Chapnick received the first county-wide award!



2004: Volunteer #12 Loretta Aughtry (center) poses with Auxiliary Presidents (left to right) Larry Kelfer, Mary Farrell, Maureen West, Vicki McDermott, Carol Probst and Caroline Berkey. Loretta served as an official escort of VIPs attending the Hospital dedication in 1971.

—2004 continued on page 2

2004 continued from the front page

- Three Eisenhower Volunteers – Board Chairman Harry M. Goldstein, outgoing Gift Shops Chair Margaret Sticklen and incoming Gift Shops Chair Ruth Servais – are among Coachella Valley recipients of *The Jefferson Award*, a prestigious Nobel Prize for Public and Community Service, established in 1972 by the American Institute for Public Service.

2005

- 36th Annual Meeting highlight: gift of a second consecutive \$1 million is designated for Eisenhower Medical Center's *Campaign Eisenhower*, to be acknowledged by signage in the new Walter and Leonore Annenberg Pavilion. Partial payment of \$220,000 is given towards a new pledge of \$450,000 for a nuclear medicine camera in the Radiology Department.
- Volunteers are included in congratulations for their dedicated and extraordinary work as Eisenhower Medical Center achieves the distinguished ranking "among the 100 Top Hospitals in the United States" by Thompson/Reuters (formerly Solucient[®]), the national market leader in business health care intelligence and information.
- Praise and support is given to Eisenhower Medical Center's volunteer Hurricane Katrina Relief Team, deploying for Mississippi to provide their expertise in aiding victims of the catastrophe.
- Rhianne Howell receives the Southwest Riverside County League of Women Voters' *Sapphire Award*, awarded to people making a positive contribution in the community.
- The 8th annual *Holiday Voices* generates a net record profit of \$230,000, which fulfills the \$450,000 pledge for a nuclear medicine camera.



2005: Proudly displaying the new Past Presidents Plaque are (left to right) Maureen West, June Mickalove, Larry Kelfer, Caroline Berkey, Betts Simon and Sara Sands. The plaque is displayed near the entrance of the Volunteer Services office.

2006

- Volunteer Services is recognized with a 1st Quarter Fiscal Year 2006 *Good to Great – High Five Team Award* as #1 Department in Patient/Customer Satisfaction.
- Past Auxiliary Board member Sally West Brooks, RN, MS, is elected as Chair of the National Board of Directors for American Cancer Society, the nation's largest private not-for-profit cancer funding organization.
- The 37th Annual Meeting highlighted Volunteers and Auxiliary accomplishments, including \$18 million for programs and services at Eisenhower. A new pledge is made for \$500,000 to purchase a video camera system for use in laparoscopic surgery in 12 of the Hospital's operating rooms.
- Volunteer Anne Murphy receives Rancho Mirage's Riverside County *Desert Senior Inspiration Award*.
- Volunteer Jim Cook receives the *Charles F. Baer Distinguished Service Award* from the Desert Leadership Council of the American Diabetes Association.
- Full color printing is added to the Fall 2006 *The General's Aides Report*.
- Volunteers serve the Ford family upon the passing of President Gerald R. Ford, providing assistance to the Foundation and Public Relations staffs by manning the Gerald R. Ford Message Center. All Volunteers throughout the hospital were extra vigilant in protecting the privacy and security of all guests.
- The 9th annual *Holiday Voices* generates \$175,000.

2007

- 38th Annual Meeting gifts include \$250,000 toward completion of the \$500,000 pledge for a video camera system, \$250,000 for *Campaign Eisenhower* Phase 2, and \$50,000 to the Arts in Healthcare Program as final installment of a \$100,000 pledge. Chairman Harry M. Goldstein gives heartfelt praise to Volunteers.
- 850 active Volunteers logged over 147,600 hours; dollar value of a volunteer hour is \$18.04, equaling \$2,662,704 – a significant savings in salaries.
- Eisenhower welcomes Aliede Klein as Director of Volunteer Services.
- A summer "face lift" of the Margaret Sticklen Gift Shop includes marble floors and laminate counter tops.
- Director of Volunteer Services Aliede Klein is installed as President of the Southern California Association of Directors of Volunteers.
- Collectors Corner receives an extraordinary donation of model home furniture. A Saturday storewide sale produces a record-breaking one-day income.
- Chairman Harry M. Goldstein receives the *Judy Gelfand Community Service Award* from the Alzheimer's AssociationTM California Southland Chapter, Coachella Valley Regional Office.
- The Margaret Sticklen Gift Shop holds a first-time pre-holiday sale of See's[®] Candies.
- Eleven Mended Hearts, Inc. (MHI) Chapter 281 volunteers certified through the MHI-accredited hospital visitors training program complete Eisenhower Volunteer training.
- The 10th annual *Holiday Voices* features New York Metropolitan Opera soprano Janet Hopkins. Funds will complete \$500,000 pledge for the purchase of the video camera system in the Hospital's operating rooms.
- Eisenhower Arts in Healthcare Program hosts two *Healing Harps* Holiday Recitals in December, performed by students of the combined intermediate and beginners *Healing Harps* workshops.



2007: Eisenhower Volunteers record their four millionth service hour in September – a most significant accomplishment! A specially designed four million service hour pin honoring the milestone was given to each Volunteer at the 2008 National Healthcare Volunteer Appreciation Luncheon.



2007: Michael Landes, President, Foundation, presents Rhianne Howell with a one-of-a-kind Tiffany & Company crystal award upon the occasion of her retirement. (In 2008, to everyone's delight Rhianne Howell returns as Director of Volunteer Services.)

2008

- 39th Annual Meeting highlights: partial payment of \$500,000 is presented toward a new pledge of \$700,000 for a sophisticated campus-wide security monitoring system. To date, 480 scholarships have been awarded totaling \$386,282, plus the Nursing and Radiology Stipend Program totaling \$300,000.
- Eisenhower Auxiliary is among those honored at the inaugural dinner of The Ambassador Society – established by the Eisenhower Medical Center Foundation Board of Governors to honor donors who have contributed \$1 million or more. Since its inception, the Auxiliary has provided more than \$20 million towards its programs and services.
- The Junior Volunteer program thrives, making a noticeable impression and positive impact on visitors, patients, staff and medical staff.
- Volunteer Services receives *Precious Metals Collection Gold* recognition for Patient Care Support Services for each quarter of fiscal year 2008, as measured by an internal survey of patient satisfaction.
- In Memoriam: Walter Kempf, Volunteer and patient representative who established scholarship fund benefiting Eisenhower employees, and Lillian Thomas, an original Volunteer who amassed 85,000 volunteer service hours.
- The 11th annual *Holiday Voices* profits will help complete the \$700,000 pledge for a campus-wide security system.



2008: A Mayoral Proclamation honoring Eisenhower Medical Center Volunteers was presented on behalf of the City of Rancho Mirage by Mayor G. Dana Hobart to Aliede Klein, Director of Volunteer Services.