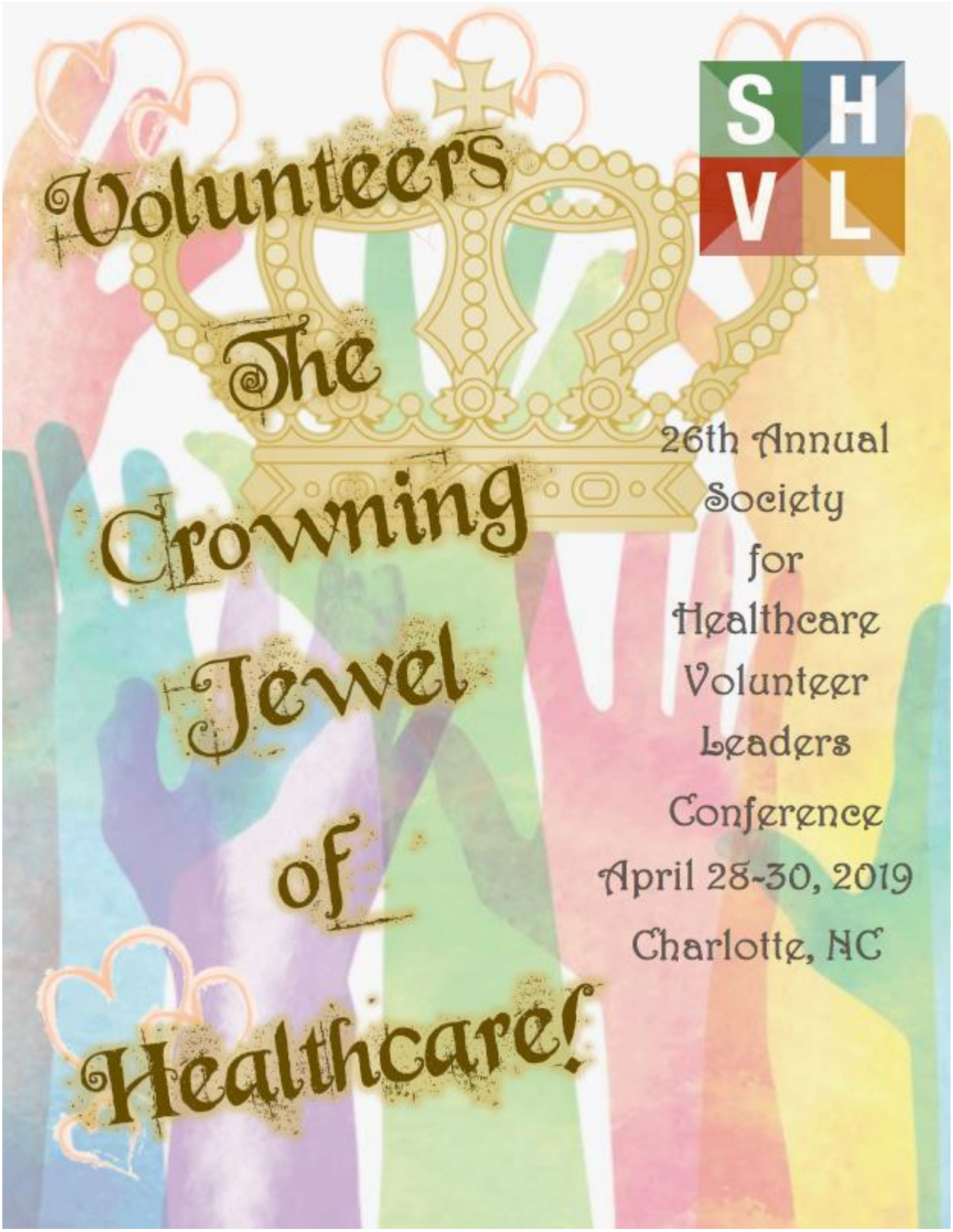
Volunteers
The
Crowning
Jewel
of
Healthcare!
S H
V L
26th Annual
Society
for
Healthcare
Volunteer
Leaders
Conference
April 28-30, 2019
Charlotte, NC

"Volunteers – The Crowning Jewel of Healthcare!"

26th Annual SHVL Leadership Conference
April 28 - 30, 2019 Charlotte, NC

The SHVL Board of Directors is excited to invite you to our 26th annual leadership conference, "Volunteers – The Crowning Jewel of Healthcare!" April 28 - 30, 2019, at the Westin Charlotte, in Charlotte, NC.

Our hospitals are faced with multiple challenges and changes as we all work to create an exceptional patient experience while providing the highest quality care. The SHVL conference will focus on emerging trends in healthcare volunteerism, and will address many of the issues facing our healthcare organizations, volunteer groups and daily lives. In addition to educational topics, you will have time to rekindle old friendships and make some new ones. Time will be spent with peers as we gather together to learn, share and network.

We are lining up exceptional keynote and workshop speakers in the fields of leadership, retail management and self-improvement – ensuring that all volunteer leaders, retail managers, Auxilians, volunteers and SALs have the opportunity to receive vital information on relevant topics.

At conference, together we will learn new and innovative strategies, assisting us as we continue to be that "crowning jewel" for our healthcare system. We will also have fun at our closing event, a "Top Hats and Tiaras" celebration featuring dinner and live music. It will be a wonderful way to royally celebrate together in the "Queen City!"

We look forward to seeing you in Charlotte!

Jean

Jean Payne
President, SHVL

Chris

Chris Perry
VP Education, SHVL

A royal learning opportunity and celebration awaits you in the Queen City!

For more information regarding events happening in Charlotte, visit www.charlottesgotalot.com/events

Quick Conference Facts

Registration Fee:

Registration is currently open. Register online at www.SHVLonline.org or by using the enclosed registration form. See website or registration form for complete registration pricing.

- Early Registration fee (a savings of $55) available only through February 15, 2019.
- Regular Registration fee applicable from February 16, 2019 - April 5, 2019.
- One-Day Registration fee available for April 29 only.
- $50 additional late fee required after April 5, 2019.

Conference Brochure:

- The most recent updates to the conference brochure are posted on-line at www.SHVLonline.org.
- To keep the conference as cost-effective as possible, we ask you to print and bring this brochure with you.
- Presenter handouts will be available on the SHVL website the week prior to the conference.

Hotel Information:

The Westin Charlotte ~ 601 South College Street ~ Charlotte, NC 28202

- Located in the heart of Uptown Charlotte.
- SHVL Conference Rate starts at $219 plus state and local taxes (currently 15.25%).
- Conference Rate **cut-off-date** is April 5, 2019.
- Reservation requests made after 5:00p.m., April 5, 2019 will be accepted at the hotel's prevailing rate; based on availability.
- To make reservations:
  - call 1-866-837-4148 and request the Society for Healthcare Volunteer Leaders 2019 Conference room rate.
  - register online at:
    Book your group rate for Society for Healthcare Volunteer Leaders
- Complimentary Wi-Fi in guest rooms.
- Self- parking available at $25 per day. Valet parking $30 per day.

Transportation Information:

- Nearest airport - Charlotte Douglas International Airport (CLT)
  - Airport phone – 704-359-4013
  - Hotel is 7.3 miles W of airport
- Hotel does not provide shuttle service from airport.
  - Taxi service is available for approximately $25 from the airport.
  - Uber and Lyft services are available at the airport.
  - Several shuttle services operate from the airport.
  - The Charlotte Area Transit System (CATS) provides service from the airport to Uptown Charlotte.
  - Visit http://www.cltairport.com/GroundTransportation/Pages/default.aspx for ground transportation information from airport.
- Driving Directions from I-85
  - Take the NC-27/Freedom Dr/I-85 S exit, EXIT 34. (.38 miles) • Merge onto Freedom Dr./NC-27 toward Downtown/Bank of America Stadium/Bobcats Arena. (2.13 miles) • Turn left onto W Morehead St/US-29 N/NC-27. Continue to follow W Morehead St/NC-27. (1.2 miles) • Turn left onto S. College St. (.19 miles) • Hotel is at 601 S. College Street.

Conference T-shirt available for only $20:

- Attendees will be invited to wear the shirt on April 29.
- Deadline for ordering shirts is March 31

Conference T-Shirt Design back

Top Hats and Tiaras

April 30 Closing Event

6 – 9 p.m.
Included in conference registration

To honor Charlotte as the "Queen City" and to celebrate the closing of our conference, the SHVL Board of Directors cordially invites you to the Top Hats and Tiaras Gala. Dress as royalty (optional) and wear your top hat, tiara or fascinator. Don't have "formal" head ware, don't fret – we'll make fascinator tiaras during the conference.

Live music from multiple genres will be provided by the "Sweetwater All Stars." The band is comprised of employees from Sweetwater Sound, Inc. in Fort Wayne, IN and is a "who's who" of musicians and music professionals from all over the country. Members include Nick D'Virgilio (Genesis, Tears For Fears) on drums, Don Carr (James Brown, The Oak Ridge Boys) on lead guitar, Phil Naish (Elton John, Steven Curtis Chapman) on keys, Kat Bowser (Oleta Adams, Jon Secada, Tony Bennett) on vocals, Sweetwater's owner and CEO, Chuck Surack on saxophone – and that's just to name a few. The band performs a variety of music that is primarily focused on early Motown, Stax, Chess and Atlantic artists, along with their own interpretations of popular music from yesterday and today.

Special Thanks to our Sponsor

Masquerade™
Experience the Frenzy!

Diamond Presenting Sponsor

Conference Schedule At-a-Glance

Sunday, April 28

8 a.m. – 5 p.m.	Registration Open
10 – 11:15 a.m.	~ Facilitator Training ~ First Time Attendee Session
11:30 a.m. – 1:45 p.m.	Lunch, Opening Ceremony, State Roll Call & Keynote Presentation
2 – 3:15 p.m.	~ Volunteer Networking Session ~ Retail Management Networking Session ~ Healthcare Volunteer Leader Networking Session
3:30 – 4:45 p.m.	Breakout Sessions
5 – 7 p.m.	SHVL Annual Meeting and President's Reception for SHVL Members

Dinner on Your Own

Monday, April 29

8 a.m. – 5 p.m.	Registration Open
8 – 9:45 a.m.	Plated Breakfast with Keynote Speaker
10 – 11:15 a.m.	~ Breakout Sessions ~ State Auxiliary Leader Tea (SALS – Invitation Only) ~ Buyers Only Vendor Show (must be pre-registered as a buyer; entrance requires a ticket)
11:30 a.m. – 3 p.m.	Vendor Show and Lunch Bring money and plan to shop for yourself or friends Write orders for your shop and / or book vendor sales
12 - 2 p.m.	North Carolina DVS Meeting
1:30 – 2:45 p.m.	Breakout Sessions
3 p.m.	Vendor Show Door Prizes (must be present to win)
3:45 – 5 p.m.	Breakout Sessions

Dinner on Your Own

Tuesday, April 30

6:45 – 8 a.m.	Buffet Breakfast
8 a.m. – 3 p.m.	Registration Open
8:45 – 10 a.m.	Breakout Sessions
10:15 – 11:30 a.m.	Breakout Sessions
12 – 2 p.m.	Lunch, Keynote Speaker, Impact Award Presentation and Closing Ceremony
2:15 – 3:30 p.m.	Breakout Sessions
3:45 – 5 p.m.	Breakout Sessions
6 – 9 p.m.	**Top Hats and Tiaras Gala** Dinner and live music from the "Sweetwater All Stars" "Royal" attire optional.

KEYNOTE SPEAKERS

PHIL RICH

Senior Vice President and Chief Merchandising Officer, Sweetwater Sound, Inc.

Phil Rich is an 18-year veteran of the music industry with broad experience in retail sales, training, merchandising, purchasing, marketing and management. His primary role at Sweetwater* is working with his team to determine what products the company offers.

Before joining Sweetwater in 2011, Phil spent 14 years working at Guitar Center as Vice President of Merchandising and in other roles including District Sales Manager and Director of Training. He served on the National Association of Music Merchants Board from 2008 – 2011. Prior to working at Guitar Center, Phil was in the US Navy for 8 years including a year at sea during Desert Storm, and later, as a guitarist for the Navy Band.

Phil has significant experience as an audio engineer and is a graduate of the University of Washington's audio production program. He's an experienced professional musician and regularly performs in Fort Wayne. His passion for aviation led him to become an instrument-rated pilot. He volunteers with the local EAA Young Eagles program, bringing the experience of flight to local youth.

(*Sweetwater Sound, Inc. is the largest online retailer of musical instruments and pro audio equipment in the United States with 619 million in revenue recorded in 2017.)

KELLY SWANSON

Strategic Storytelling Expert, Motivational Speaker, Comedian, Award-Winning Storyteller and Author, Least Likely To Be Seen Jogging

Kelly Swanson's life journey has shown her just what a powerful communication tool storytelling can be. Kelly shares,

"People are always asking me how I got to where I am. Most days I'm not really sure. When I look back at that painfully shy goofy kid I used to be…well, I never imagined she would end up here. I give all the credit to one gift – my ability to tell a good story.

Not only did I learn to change the story line running through my head to achieve things I never thought possible, but I learned how to use story as a tool to influence people in a powerful way. When we connect through story it is real and lasting. And that's where the magic is. Let me help you find the magic in your story."

Kelly has been featured on *The Fashion Hero* T.V. show, The *Huffington Post,* Holland America Cruise Line*s, Speaker* magazine, Entrepreneur.com, *Toastmaster* magazine, *Courageous Woman* magazine, and her mother's coffee table. She is the author of several books.

BREAK-OUT SESSION SPEAKERS

Below is a preview of Conference Sessions – Watch the SHVL website (www.SHVLonline.org) for additional speakers and sessions.
A target audience designation is included with each session and is intended as a tool to assist you as you select sessions to attend. All sessions are open to all attendees.
(HVL) = DVS, Directors, Managers, Coordinators, etc. of Volunteer Programs
(GS) = Gift Shop Managers, Retail Managers **(VOL/AUX)** = Volunteers & Auxilians

Thomas Arbaugh, M.Div., MSC, BCC

Thomas Arbaugh is a John Maxwell certified speaker, teacher and coach. He and his wife co-own Arbaugh Team Coaching, a leadership company dedicated to excellence that helps others discover stronger, braver versions of themselves. In addition, he serves as a hospital chaplain with Dignity Health and is on the faculty of Kentucky Christian University, teaching in the area of biomedical ethics. Mr. Arbaugh holds a Bachelor of Science, Social Work from California State University, Chico, Master of Divinity, Care and Counseling from Emanuel Christian Seminary, and Master of Science, Mental Health Counseling/Counselor from Milligan College. He is ordained by the Independent Christian Church and Board Certified by the Association of Professional Chaplains. He enjoys an active lifestyle of hiking, running and other sports in Gilbert, AZ with his wife and three children.

Intentional Living (ALL)
"When you intentionally use your influence every day to bring about positive change in the lives of others, you achieve significance." There is a big difference between a life of good intentions and an intentional life. Almost everyone has good intentions; an intentional life, however, has thought and purpose to it. And the best thing about intentional living? It's within everyone's reach. This presentation is based on two of John Maxwell's bestselling books.

Developing the Leaders Around You - (ALL)
Based on one of Arbaugh's books, this session focuses on growing leaders as an intentional strategy to grow an organization. Leaders can't do it alone – to succeed at the highest levels, leaders must surround themselves with a team of influencers. Although leaders may see the big picture, they need others at their side to make that picture a reality. Learn how to develop the leaders around you.

Adey Betre and Chevaunne Edwards

Adey Betre, Patient Experience Coach for Ambulatory Services and Chevaunne Edwards, Lead Patient Experience Data Analyst, join us from The Johns Hopkins Health System in Baltimore, MD.

Volunteers Improve the Patient Experience, Right?! (HVL Advanced)

This presentation will discuss how the patient experience is measured through survey data and how to identify areas in which volunteers can improve our scores.

Whitney Rae Hatcher, MPA

Whitney Hatcher is the Manager of Volunteer Services and Friends Gift Shop for WVUMedicine, a 700-bed hospital and affiliated academic medical system of West Virginia University, in Morgantown, WV. Whitney has over 10 years of healthcare experience with unique experiences in volunteer services, development and marketing. Whitney is a 2009 and 2011 West Virginia University graduate with a B.S. in Journalism and Public Relations and an MPA (M.S. in Public Administration) with certification in Healthcare Administration. She is a member of the Leadership West Virginia Class of 2019 and serves on the West Virginia Society of Director of Volunteer Services Board as Member at Large.

The Compassionate Caregiver – No One Dies Alone (VOL/AUX Intermediate)

No One Dies Alone is a nationally recognized volunteer program founded at Sacred Heart Medical Center that provides the reassuring presence of a volunteer companion to dying patients who would otherwise be alone. With the support of the nursing staff, volunteer companions are able to help provide patients with that most valuable of human gifts: a dignified death. Since relaunching the program at WVU Medicine, volunteers have embraced various obstacles and achieved technological advances with their No One Dies Alone Program.

Jade Hewitt

Jade Hewitt is the Assistant Director of Patient Experience at John Hopkins Medicine in Baltimore, MD, and serves as the Maryland Representative on the SHVL Board.

Wayfinders Helping (HVL Intermediate)

This session will discuss how a new volunteer services department took 30 additional summer junior volunteers and created a wayfinding position and program. The students were given a Service Excellence and Patient Experience all-day intensive to prepare them to be the directors of the first impression in a hospital that serves a diverse population including underprivileged, international, and high acuity patients.

Frank Hrabe

Frank Hrabe is the Database and Compliance Coordinator for the volunteer programs at Children's Hospital of Alabama in Birmingham, AL. He has worked in volunteer management for 16 years, having previously coordinated the teen and college student volunteer programs. In his current position, Frank oversees the onboarding of volunteers, serves as

the manager of the database for the department, as well as website and social media outreach for the more than 1,000 volunteers who serve annually. Frank received his Bachelor's and Master's Degrees from the University of Alabama. Prior to entering the volunteer services field, he spent 27 years in higher education student services and was a charter member of the Children's Educational Enrichment Experience, an emerging leadership academy. Frank has presented at the state, regional and national level for both professions.

Volunteers Today and Beyond: A Generational Look from a Strategic Planning and Marketing Perspective. (ALL)

This session will discuss the characteristics of each generation as well as the differences between generational groups and how those differences will impact hospital volunteer programs.

AnnaLuisa Huffman, MBA, MA

AnnaLuisa Huffman holds an MBA in Marketing from the University of South Florida and an MA in Pastoral Theology from Barry University in Miami. She was the Director of Religious Education for one of the largest churches in SW Florida with over 50 Volunteer teachers. AnnaLuisa has presented workshops in Florida and Louisiana and at SHVL last year in Lexington. She was the Marketing Manager for a curriculum publisher in Orlando, FL and now works as the Volunteer Director at Manatee Memorial Hospital in Bradenton, FL where she has over 300 volunteers. Married for over 30 years, she and her husband, Kent reside in the Gulf Coast town of Bradenton, south of Tampa.

"May I Help You?" How to Form a Patient Ambassador Program (HVL Beginner)

Wouldn't it be nice if we knew how our patients' hospital experience was before they were discharged? Patients are often afraid to speak up about their hospital stay while they are in the hospital but are not afraid to speak up when they are surveyed. What if we knew and could do service recovery and remedy the situation before the patient left the hospital? That's where Patient Ambassadors come in. This valuable volunteer program has improved our patient satisfaction scores; find out how in this presentation.

Angela Hughes, M.Sc., CAVS

Angela Hughes holds a Bachelors in Communications and a Masters in Marketing. For more than 20 years she's worked in various marketing roles, including her current position as Manager, Community Affairs and Relations for Regional One Health (a 300-bed facility) in Memphis, TN. In this role, Angela builds and manages community programs, including Volunteer Services. Creating a program to appeal to volunteers within the Memphis community was challenging when competing with major centers like St. Jude, Baptist and Methodist; however, through creative program development and partnership with local agencies, including other hospitals, Angela has created a program that hosted 220 volunteers last fiscal year.

Increasing Volunteers through Alternative Program / Partnership Development (HVL Beginner to Intermediate)

Who is a traditional volunteer? How do you find them? If you work for a health system that competes within a saturated market area, how do you encourage a limited number of potential volunteers to work for your health system? What are your options and how do you create partnerships which allow you to source non-traditional volunteers in traditional volunteer roles without human resources concerns? This session will explore these dilemmas and others.

Michelle McCann

Michelle McCann is the Director of Community Education and Volunteer Services at Baptist Memorial Leake in Carthage, MS. She founded the volunteer program from the ground up and currently has 30 active front desk and way finder volunteers; 22 student volunteers staffed the pilot volunteen program in 2018. Michelle has worked in the volunteer arena for over 15 years in her community. She serves as Assistant Vice President of Conference Education of the SHVL Board, and is President-Elect of the MS Hospital Association of Auxiliaries and Volunteer Services. Michelle also serves as President of the Main Street Chamber of Leake County and on numerous committees; she serves as Women's Ministry leader at her church, speaking at numerous women's events locally and statewide. Michelle and Carl McCann have been married for 32 years; they have two grown children and two precious grandsons.

Speak Life (ALL)

In this session attendees will visit the power of the tongue. Throughout our personal and professional lives, we experience opportunities to interact with people from all walks of life. Have you ever realized the power you have in those moments? Words can bring life or death. How you "Speak Life" impacts everyone around you – it's contagious. The tools shown in this presentation can be used in personal and professional relationships. Learn how to share the importance of "Speaking Life" to all those in your circle for a lifetime – or just a moment. "What you say can preserve life or destroy it; so you must accept the consequences of your words." (Proverbs 18:21)

Dishes in the Sink (ALL)

Were you raised being taught you could not leave the house or go to bed with dirty dishes in the sink? Oh, the devastation that would happen if someone found your sink that way! We live life running madly from here to there, comparing ourselves to others – a situation made only worse by the predominance of social media. The word NO is lost from our vocabulary and we find ourselves pleasing others and not taking care of ourselves. In this humorous session, attendees will visit the possibility of saying NO and not living in a comparison world.

Eileen McConville, MBA, CAVS

With over 30 years' experience in hospital operations and 15 years of volunteer management, Eileen McConville is a principal with Vision Volunteering, LLC; formed in 2018, the consulting company is ready to assist volunteer leaders advance their practice and

strengthen the volunteer impact at their organizations. Eileen retired from New Hanover Regional Medical Center (a 728-bed public hospital) in Wilmington, NC in December 2017, having overseen a volunteer workforce of over 900 individuals as well as 50 paid staff members; her other responsibilities included oversight of three gift shops and a 24-room Family House. Eileen received her MBA from UNC-Wilmington and is a Certified Administrator of Volunteer Services.

Aligning Volunteer Programs with Hospital Strategy (HVL Intermediate)
Volunteer leaders will work together to identify services that can significantly impact patient experience. By identifying organizational needs, designing programs that align to those needs and creating new volunteer roles, attendees will return to their hospital ready to implement new services with measurable impact.

Coaching For Success (HVL Intermediate)
Addressing behavior that does not fit the organization's mission is a difficult but necessary part of volunteer leadership. Understanding how to approach this conversation and not to be side-tracked are keys to success. Volunteers and staff want to do a good job, but sometimes the volunteer leader must step in to help them understand how to do that job in a communication style that fits the organizations' culture. Are you prepared to Coach for Success?

Kerry Mossler, CDVS

Kerry Mossler is the Community Engagement Manager and Director of Volunteer Services at Centra Southside Community Hospital in Farmville, VA. She holds a Bachelor's Degree in communications from Longwood University and the University of Virginia. Mrs. Mossler is a true advocate for volunteerism as she serves on the boards of her local YMCA, United Way, Chamber of Commerce and Lions Club. Originally from Dallas, Texas, Kerry has been married 32 years and has 2 grown children.

Your Whole Life in One Notebook – Learn How to Bullet Journal (ALL)
Too Busy? Stressed Out? Start a bullet journal! Bullet journaling is simple methodology for keeping up with your busy life invented by Ryder Carroll. Learn how to organize your life and reduce stress through bullet journaling. Increase your productivity and your mindfulness by learning this easy technique. Discover how to wrap up your to do list, planner and diary all in one easy way and keep track of your busy life; you can even keep up with your meal planning and grocery budget! So come get organized so you can do more of what you want to do, and less of the "stuff" that doesn't matter.

Anne Obarski

Anne Obarski, an award-winning speaker and member of the National Speakers Association and the Global Speakers Federation since 1996, is the founder of Merchandise Concepts. Over the last 15 years, she has extensively researched all aspects of customer service,

gathering priceless knowledge by mystery shopping more than 2,000 stores and businesses. Anne believes that customer service isn't about the transaction, it's about transforming customer relationships into a contagious experience . . . worth spreading. With more than 30 years of service experience, Anne is the author of several books.

What's Your Pink Pig? – How to Feed and Nurture Your Competitive Advantage (GS)
Marketing, service and creating a customer experience are all important parts of any successful business. But what is it that really sets your store apart from the competition? Find out what is the first thing customers say to describe your business. Discover simple ways to cement your brand in your customers' mind. Answer the question, "are my volunteers part of my brand and how can I make that impression one that lasts and spreads?" Learn how creating and marketing a "Contagious Experience" for your customers will drive them to your store the first time – and then encourage them to return and spread the word along the way.

The A.C.E. Model: 8 Steps to Delivering an Astonishing Customer Experience (GS)
We hear the following words to describe stores – awesome, beautiful, great – but wouldn't you like to hear that your customers find you downright "astonishing?" We'll focus on eight critical areas of your store that will make your customer "gasp." New research reveals that "to see, touch, feel and try out items" is the top reason why consumers choose to shop in physical stores versus online. With 62% of shoppers wanting to "kick the tires", retailers must take full advantage and up their game to create compelling in-store shopping experiences. Your store's grading scale includes marketing, exterior and interior appearance, employees/volunteers, and four more critical factors that you may not have thought of. Get your pencils ready to score yourself on each area and learn how to deliver that "astonishing experience" for each of your customers!

Phil Rich

Phil Rich serves as Senior Vice President and Chief Merchandising Officer for Sweetwater Sound, Inc., the largest online retailer of musical instruments and pro audio equipment in the United States

Retail Management: Kiosks to Ecommerce (GS) Phil will discuss gift shop ideas that are applicable to large healthcare systems as well as small retail operations. He will focus on meeting customer expectations while improving the bottom line. His experience in managing both small retail stores and the merchandising for a multimillion dollar worldwide retailer gives him unique perspective and understanding of the challenges you face. To facilitate discussion, please leave your questions for Phil at the registration desk in advance.

Angela Smith, CAVS, MPA

Angela Smith is the System Director of Volunteer Services at Summa Health where she is responsible for direction and integration of the hospital volunteer programs at several

hospitals, also overseeing gift shops and auxiliaries. She is a contributing author, most recently helping pen an article that highlighted the development and impact of Summa's Emergency Department Volunteer Rounder Program. Angela is very active being the Immediate Past President for the AHVRP Board of Directors and a Peer Evaluator for AmeriCorps through the Ohio Commission on Service; to highlight a few. She was recognized as the 2014 recipient of the Athena Young Professional Leadership Award from Inside Business Magazine and Athena International.

Angela will be presenting breakout sessions on: Patient Experience Programs, Engaging the Community in Program Support and Wheelchair Resource Project. (HVL)

Kelly Swanson

Kelly Swanson, strategic storytelling expert, motivational speaker, comedian, award-winning storyteller and author, has been featured on *The Fashion Hero* T.V. show, The *Huffington Post,* Holland America Cruise Line*s, Speaker* magazine, Entrepreneur.com, *Toastmaster* magazine, *Courageous Woman* magazine, and her mother's coffee table.

Kelly will follow-up her keynote address with two related break-out sessions. (ALL)

Ann Taylor, CVA

Ann Taylor is the Director of Volunteer Services at Atrium Health.

Effective Listening (ALL)

An interactive and fun presentation for everyone that emphasizes the value of listening to what you hear.

Driving Home your Message (HVL/VOL/AUX Beginner)

A look at a Volunteer Services dashboard.

Sarah Walker

Sarah Walker has served as Volunteer Coordinator for Holy Cross Health in Germantown, MD since April 2016. At Holy Cross, Sarah is a board member for the Friends of the Holy Cross (Auxiliary) and on the Holy Cross Cares Colleague Community Service Committee. Sarah spent the previous eight years of her career in Maryland working with seniors in adult day centers and residential facilities as an Activities and Volunteer Coordinator. She has experience working and volunteering as an athletic trainer for baseball, volleyball and ice hockey teams. For fun, Sarah is a professional casino dealer for entertainment companies and an avid couponer.

Interactive Learning for Your Volunteers (HVL Intermediate)

Your volunteers pay attention to the people you spend your days with, so help your colleagues build a relationship with the volunteers by giving them the opportunity to share about themselves and their professions – and chances are some volunteers have chosen your

organization because they want to learn about working in the healthcare field. This session will focus on developing a program to enhance learning opportunities for your volunteers. We will share tips on how to get the speakers and the volunteers excited about these interactive sessions, how to prepare your speakers for an optimal teaching experience and how to do all the background work that should be done by Volunteer Services.

Patricia Wolfrey, CAVS

Patricia Wolfrey is the Director of Volunteer Services at Mary Washington Healthcare in Fredericksburg, VA where she has directed the volunteer programs for Mary Washington and Stafford Hospitals and Mary Washington Healthcare's Regional Cancer Center for the past five years. Patricia's experience includes 25+ years in Resource Development and Financial Planning with her local United Way and the Mary Washington Foundation. She is an active volunteer as well, giving her time to professional and local civic service organizations. A graduate of Mary Washington College, Patricia is a Certified Administrator of Volunteer Services.

Retaining Volunteers: The Benefits of Highly Engaged Volunteers and Strategies to Keep Them Coming Back (HVL Beginner)

As volunteer leaders, we spend countless hours in the application, selection and general orientation process to ensure we have dedicated and qualified individuals with the enthusiasm to volunteer within our organizations. But how many times have you assigned an enthusiastic, new volunteer only to have them disappear in a couple of months? This session will explore the importance of measuring retention rates and learning what motivates volunteers to stay with your organization. We will highlight strategies to help you set volunteer engagement goals to align with your organization's mission. Enthusiastic, highly engaged volunteers can be the crowning jewel in your program's patient experience efforts.

Society for Healthcare Volunteer Leaders

2019 Conference Registration Form

Register for the conference with this form or register on-line at www.SHVLonline.org with a credit card or print an invoice for submission to your hospital/Auxiliary. If registering with this form, please use a separate form for each registrant and keep a copy for your records; mail or fax completed form as indicated at bottom.

Registration deadline for conference and hotel ends 5 p.m. Friday, April 5, 2019.
(Late registration fee applies and prevailing hotel rates are subject to availability after this deadline).

ATTENDEE INFORMATION: (please print)

Attendee Name

Title of Attendee

Hospital Name

Hospital Location (City and State)

Phone

E-Mail Address

Emergency Contact Name and Phone Number

First Time Attendee? __ Yes __ No

SPECIAL REQUESTS:

Registration includes lunch on April 28, breakfast & lunch on April 29, all meals & the closing event on April 30.

I will not attend the following meal functions:

_____

Please indicate any special meal requests:

_____

_____ I am a Gift Shop buyer or Vendor Sales Chair. Please register me for the Buyers Only Vendor Show.

If you require special services identified in the Americans with Disability Act, please notify Susan Grier by April 5, 2019.

Photography Release: By registering you hereby permit and authorize SHVL or its agents to use photography and video of your attendance. You understand that images may be copied and distributed by various media without compensation. You may revoke your authorization at any time, but must notify a conference planner immediately. Indicate here if you do not agree to this statement. _____

All registrations will be confirmed. Registration fees, minus a $50 cancellation fee, are refundable if notice is received by April 5.

CONFERENCE REGISTRATION FEES:

Early Registration (register by February 15)

_____ DVS or Retail Manager SHVL Member, NC DVS, Auxilian, Volunteer, SAL $395

_____ DVS or Retail Manager non-SHVL Member PLUS SHVL Membership $470

_____ DVS or Retail Manager non-SHVL Member $595

Regular Registration (after February 15)

_____ DVS or Retail Manager SHVL Member, NC DVS, Auxilian, Volunteer, SAL $450

_____ DVS or Retail Manager non-SHVL Member PLUS SHVL Membership $525

_____ DVS or Retail Manager non-SHVL Member $650

Additional Registration Fees

_____ One-day registration (April 29 only) $150

_____ Conference T-Shirt $ 20
Available through March 31 only
T-Shirt Size _____

_____ Late Registration Fee after April 5 $ 50

_____ Guest Package A (all meals & Closing) $350

_____ Guest Package B (April 30 Closing only) $100

_____ Guest Package C (Breakfasts only) $ 95

Guest Name: _____
Please note: guests may not attend educational breakout sessions.

PAYMENT INFORMATION:

Total Registration Fee $_____

Method of payment:

_____ Check Enclosed (payable to SHVL)

_____ Check to follow (registration incomplete until check received)

_____ Credit card __ VS __ MC __ AX __ DS

_____
Name on Credit Card Expiration Date

_____
Credit Card Number and Security Code

_____
Billing Address (Street, City, State and Zip)

_____
Phone Number Associated with Card

REGISTRAR CONTACT INFORMATION:

Susan Grier, CDVS Director, Visitor and Volunteer Services Prisma Health–Upstate
701 Grove Road Greenville, SC 29605 (864) 455-7920 (phone) (864) 455-4182 (fax) sgrier@ghs.org (e-mail)