

# *Traditions & Trends:*

Leading Healthcare Volunteerism into the Future



*Colonial Williamsburg*  
www.HISTORY.org



Annual Volunteer Leaders Education Conference

March 19-21, 2017

Williamsburg, VA





Hotel Reservations for **Williamsburg Lodge** located at  
310 S. England Street  
Williamsburg, VA 23185

**“Cut-off date” for accepting reservations into this room block is February 20, 2017**

Reservation requests received after 5:00 pm on this date will be accepted at the hotel's prevailing rate, based on availability.

The conference reservations office is open Monday – Friday, 8:30 – 5:00.

To make your room reservation online, copy and paste this webpage address into your browser:

[http://www.marriott.com/meeting-event-hotels/group-corporate-travel/groupCorp.mi?resLinkData=Southeastern%20Healthcare%20Volunteer%20Leaders%20Annual%20Conference%205EPHFAK%60SA1SA1A%7CSA1SA1C%7CSA1SA1D%60139.00-159.00%60USD%60false%604%603/17/17%603/22/17%602/24/17&app=resvlink&stop\\_mobi=yes](http://www.marriott.com/meeting-event-hotels/group-corporate-travel/groupCorp.mi?resLinkData=Southeastern%20Healthcare%20Volunteer%20Leaders%20Annual%20Conference%205EPHFAK%60SA1SA1A%7CSA1SA1C%7CSA1SA1D%60139.00-159.00%60USD%60false%604%603/17/17%603/22/17%602/24/17&app=resvlink&stop_mobi=yes)

To make your room reservations by phone, please call 800-261-9530.

Please use Booking ID 33741 when calling. Please keep in mind, the hotel is currently in process of converting to the Marriott reservation system. If you have trouble making your reservations, call back in a couple of days.

If you have any trouble making your reservations, please call:

**Jennifer Dickerson**

Colonial Williamsburg Hospitality Group

P: (757) 220 7733

[jdickerson@cwf.org](mailto:jdickerson@cwf.org)

For questions regarding hotel amenities and general services, you may call 757-220-7733 or visit

<https://www.colonialwilliamsburg.com/stay/williamsburg-lodge>.

Check in time is 4 pm with check out time at 11 am at Colonial Williamsburg Hotels.

#### **Hotel Information & Our Special Room Rate:**

Group Rate starts at \$159 and local taxes (currently 11% plus \$2 per night occupancy tax).

The SHVL rate is available for the three days before and after the conference, so plan a vacation around the conference! From special admission ticket pricing to preferred reservations at The Spa of Colonial Williamsburg, Golden Horseshoe Golf Club, and



Colonial Williamsburg's restaurants and historic taverns—the Lodge takes care of the details, so you don't have to. Take advantage of complimentary shuttle service in and around the Revolutionary City, free on-site guest parking, and access to complimentary Wi-Fi. Remember: booking directly with the hotel and within our room block helps SHVL to meet minimum contractual requirements and ensures discounted rates that keep our conference rates low from year to year. Thank you for your support.

Conference guests may purchase a special Colonial Williamsburg Access Pass for \$20 at any of the ticket windows and/or at the Williamsburg Lodge. The tickets include admission to the museums and all of the sites open for daily touring for 7 consecutive days. It excludes evening programs and other specialty programs which are typically designated as an additional cost (such as carriage rides, musket range, etc).

**Flights:** We suggest booking flights into either the **Richmond International Airport (RIC)** or the **Newport News/Williamsburg International Airport (PHF)**. Norfolk International Airport (ORF) is separated from Williamsburg by the Hampton Roads Bridge Tunnel and current construction projects make it a less desirable option. Shuttle services will not be available from the Norfolk airport.

**Individual Transportation information** -- The Williamsburg Lodge is a 25 minute ride from the Newport News/Williamsburg International Airport and 50 minutes from Richmond International Airport. There is no ongoing shuttle service, however, Sterling Events can arrange individual transportation services for interested attendees. You may contact them directly at 757-220-5757 or [sterling@sterling-events.com](mailto:sterling@sterling-events.com), mention the SHVL conference, and make arrangements for transfers and payment directly with Sterling.

Tidewater Coach is offering us a discounted rate. Visit their website at <http://www.tidewatercoach.com/SHVL>

#### **Car Rental:**

Newport News/Williamsburg Airport car rental information is available here:

<http://flyphf.com/transportation/rental-cars/>

Richmond International Airport car rental information is available here:

<http://www.flyrichmond.com/index.php/rental-cars>

#### **Train:**

Amtrak serves the Williamsburg Transportation Center with a connecting train from Washington, D.C. The center is just blocks from the Revolutionary City and provides car rentals and a cab stand. Amtrak: 1-800-872-7245 or (757) 229-8750

#### **Drive:**

By car, we are a scenic drive on Interstate 64 midway between Richmond and Norfolk, Virginia, just off exit 238, at 310 S. England Street Williamsburg, VA 23185.







## **“Traditions and Trends: Leading Healthcare Volunteerism into the Future”**

### **SHVL 24th Annual Leadership Conference**

March 19-21, 2017

Williamsburg, VA

“I like the dreams of the future better than the history of the past.” -- Thomas Jefferson

The Board of Directors of SHVL is excited to invite you to the 24<sup>th</sup> annual hospital volunteer leadership conference, **“Traditions & Trends: Leading Healthcare Volunteerism into the Future”**, March 19-21, 2017, at Williamsburg Lodge in the Revolutionary City of Williamsburg, Virginia.

The SHVL conference will focus on emerging trends in healthcare volunteerism, while acknowledging the foundations we have built through established traditions. Gathering in Colonial Williamsburg, you will have the opportunity to learn about topics ranging from 18<sup>th</sup> Century Medicine to Trends in Volunteering. Conference highlights include colonial Williamsburg actors and presenters as well as dinner in a historic tavern!

In addition to educational topics, you will have time to rekindle old friendship while forging new ones. Time will be spent with peers as we gather together to learn, network, and share in Williamsburg. Williamsburg served as our nation's capital from 1699-1780, and today actors in period costume depict daily Colonial life in the streets, stores and workshops.

Our keynote and workshop speakers will ensure that all volunteer leaders, gift shop managers, auxiliaries and volunteers have the opportunity to gather relevant information on the topics they desire. We are featuring a record number of SHVL members as presenters, giving us the opportunity to learn from many of our professional peers.

We are also pleased to once again offer an optional intensive pre-conference workshop. This year's intensive workshop will be taught by Jamine Hamner and will focus on the Volgistics volunteer database management system. This optional workshop will be available on a “first come, first serve” basis and will start on Saturday, March 18<sup>th</sup> from 1-5pm and conclude on Sunday, March 19<sup>th</sup> from 8-11am. The price is \$150 (which includes breakfast on Sunday). This is an excellent opportunity for Volgistics users (from beginner to advanced) to obtain in-depth education about the system's capabilities and obtain answers to your specific questions. Please bring a computer and your Volgistics log-in information for real time training.

**Once again, in an effort to keep the conference as cost-effective as possible, we ask you to print and bring this brochure with you.** The presenter handouts will be available on the SHVL website ([www.shvlonline.org](http://www.shvlonline.org)) prior to the conference. So, come join us in Colonial Williamsburg!

*Lynnis*

Lynnis Hornsby  
President, SHVL

*Joy*

Joy Parker  
VP Education, SHVL

A Super Special Thanks to our Diamond Sponsor:

**Masquerade**<sup>TM</sup>  
*Experience the Frenzy!*

## TWO DAY PRE-CONFERENCE INTENSIVE SESSION VOLGISTICS

Bring your laptop and all of your questions to this exclusive 2-day event!

This session will be very free-form and based on answering as many of your questions as possible. Whether you are a novice or experienced user, you are guaranteed to learn something new:

- Flagging and Tagging
- Scheduling
- Self-Scheduling
- Posting
- Tickler
- Checklist
- Reports
- Sets
- Setup
- Mandatory Service
- Service Measures
- And much more!

This session is sponsored by:



### SATURDAY, MARCH 18, 2017

1:00—5:00 pm

#### **Day 1: Pre-Conference Intensive Session Volgistics**

Jamine Hamner

(This optional sessions requires a separate \$150 preregistration fee, which provides admission to both days)

### SUNDAY, MARCH 19, 2017

8 am—11 am

#### **Day 2: Pre-Conference Intensive Session Volgistics**

Jamine Hamner

(This optional session requires a separate \$150 preregistration fee, which provides admission to both days)

### SUNDAY, MARCH 19, 2017

(cont)

8:00 am—5:00 pm

#### **Registration open**

- Pre-Conference Sightseeing – The Williamsburg Lodge is located within walking distance of Colonial Williamsburg. Purchase your special Colonial Williamsburg Access Pass for \$20 at any of the ticket windows and/or at the Williamsburg Lodge. The tickets include admission to the museums and all of the sites open for daily touring for 7 consecutive days. It excludes evening programs and other specialty programs which are typically designated as an additional cost (such as carriage rides, musket range, etc.) Many sections of Colonial Williamsburg are open and free to the public. For more information visit: [www.colonialwilliamsburg.com](http://www.colonialwilliamsburg.com)

10:00 am—11:00 am

#### **Facilitator Training**

#### **First Time Attendee Session**

(ALL)

11:30 am—1:45 pm

#### **Lunch, Opening Ceremony & Keynote**

Special state roll call provided by Colonial Williamsburg town crier.



#### **Keynote Speaker Thomas Jefferson**

Let us welcome a gentleman who has experienced nearly forty years in public office, beginning at the age of twenty-five, when he was elected a member of the colonial Virginia House of

Burgesses. He went on to serve as Virginia delegate to the Continental Congress, Governor of Virginia, United States ambassador to France, Secretary of State, Vice President and President of the United States. However, despite his many titles of

office he prefers to be known simply as a farmer from Virginia. Please welcome, Mr. Thomas Jefferson.

2:00 pm—3:15 pm

## **Gift Shop Changes & Trends**

(GS) Connie Callis

## **A Study on Leaders of Volunteer Services in Healthcare**

(HVL) Patty Wright

## **THINK....What Does Your DVS Need from You!**

(VOL/AUX) Amy Astin

## **Don't Wait for the Wizard, Do It Yourself!**

(ALL) Michelle McCann

## **Communication Styles**

(HVL) Rod Meek

3:30 pm—4:45 pm

## **18<sup>th</sup> Century Medicine**

(ALL)

Special presentation by the Colonial Williamsburg Apothecary staff covering topics of midwifery and slave medicine.

5:00 pm—7:00 pm

## **President's Reception for SHVL Members and Annual Meeting**

(HVL/GSM) Lynnis Hornsby

The annual SHVL General Membership meeting will be followed by a reception. Business includes election of officers and proposed bylaw changes. After the meeting, join your SHVL Board for an "adult beverage" of your choice and appetizers – a great way to start your evening.

## **DINNER ON YOUR OWN**

## **MONDAY, MARCH 20, 2017**

6:45 am—8:15 am

## **Continental Breakfast**

8:00 am—5:00 pm

## **Registration**

8:30 am—9:45 am

## **Dealing with Change**

Keynote Speaker:

Donna Tyson

This powerful presentation explores the psychological stages of adapting to change and offers exciting new techniques for dealing with both corporate and personal change in a positive productive way. Participants will identify problems in dealing with change and learn strategies for using change as a positive catalyst in their lives rather than viewing themselves as "victims". Specific attention is given to communication skills, work life balance, redefining goals, teamwork, and maintaining a positive attitude.

10:00 am—11:15 am

## **Best Practices - Improving Patient Satisfaction Scores Utilizing Volunteers**

(HVL) REPEAT Margaret Cullivan

## **26 ways to Engage Your Volunteer Spirit**

(VOL/AUX) Kathy Moe

## **Board Building Strategies: Finding and Keeping Strong Leaders**

(ALL) Wendy Biro-Pollard

## **Volunteer Partners: Volunteers for Today and Tomorrow**

(ALL) Christine Delaughter

## **Lead with Looping: Volunteer rounding standards and tools to help create an environment of empowerment and accountability.**

(HVL) Whitney Larkin

10:00 am—11:30 am

**State Auxiliary Leader Tea**

(SALS—invitation only)

10:00 am—11:30 am

**Buyers Only Vendor Show**

*Must be pre-registered as a buyer—  
entrance requires ticket.*

11:30 am-12:15 am

**Virginia Society of Directors of Healthcare  
Volunteer Services Annual Meeting**

(VSDVS Members Only)

11:30am—3:00pm

**VENDOR SHOW  
SHVL Vendors Show  
70+ Vendor Booths**

- Lunch is provided
- This is a SALE!
- Bring money and plan to shop
- Bring your calendar to book sales
- Write orders for your shop
- Door Prizes!! (Drawing starts at 2:30 pm—must be present to win)

3:30 pm—4:45 pm

**Gift Shop Networking**

(GS)

**Creative Fundraising**

(ALL)

Barb Wright

**VolunTEEN Program: A Stress Free Guide to  
Hosting Teens for the Summer**

(HVL)

Allison Smith

**26 ways to Engage Your Volunteer Spirit**

(VOL/AUX) REPEAT Kathy Moe

**The Hospital Elder Life Program (HELP) -  
Volunteer Satisfaction & Retention**

(ALL)

Amanda Schoettinger

**Board Building Strategies: Finding and  
Keeping Strong Leaders**

(ALL) Repeat

Wendy Biro-Pollard

**DINNER ON YOUR OWN**

**TUESDAY, MARCH 21, 2017**

6:45 am—8:15 am

**Continental Breakfast**

8:00 am—3:00 pm

**Registration**

8:30 am—9:45 am

**The Healing Power of Love**

Keynote Speaker:

Donna Tyson

This inspiring session focuses on the importance of an "Attitude of Service" when dealing with the public and coworkers. Donna shares tangible lessons for raising both our personal and professional standards to display love and enthusiasm in our day to day communication and teamwork. Your faith will be kindled anew and your spirit refreshed as Donna shares the powerful life lessons she has learned about the healing power of love as an entrepreneur, missionary, and cancer patient.

10:00 am—11:15 am

**RxRX (Prescription for Retail Engagement)**

(GS)

Kathy Moe

**Cultivating and Networking Volunteers**

(HVL)

Leigh-Anne Cade

**Best Practices - Improving Patient**

**Satisfaction Scores Utilizing Volunteers**

(HVL) REPEAT

Margaret Cullivan

**Strategically Engaging Skills Based and  
Pro-Bono Volunteers**

(HVL)

Wendy Biro-Pollard

**Volunteer Networking**

(VOL/AUX)

12:00 pm—1:45 pm

**Lunch and Closing Ceremony**

**Impact Award Presentation**

We will announce the winner of the our new Impact Award and share the details of the award winning program.

*Conference Agenda*

2:00pm—3:15pm

## **Display Your Success**

(GS) Kathy Moe

## **Risk Management and Volunteers**

(VOL/AUX) Leigh-Anne Cade

## **Effectiveness - The Whole Health Approach!**

## **Feel Your Best and Be Your Best While**

## **Leading and Serving Others**

(VOL/AUX) Lynn Ward

## **Drumming for Relaxation**

(VOL/AUX) Megan Cardova

## **DVS Networking**

(HVL)

3:30 pm—4:45 pm

## **Retail Therapy Examination – STAT**

(GS) Carolyn Van Heusen

## **Now I Get It! Making Customer Service**

## **Training Understandable, Retainable, and**

## **Entertaining Through Life Parallels**

(HVL) Rob Toonkel

## **So You Inherited a Volunteer**

## **Program....Now What?**

(HVL) Barb Wright

## **Learning to Listen**

(VOL/AUX) Chris Gage

## **Trends in Volunteering**

(All) Leigh-Anne Cade

## **Facility, Therapy, Service & Support**

## **Dogs: What is the difference and what does your hospital need to know to remain compliant?**

(ALL) Joy Parker and  
Shannon Hood

**5:15PM-9:00PM**

## **Colonial Williamsburg**

## **Tavern Dinner and Optional Ghost Tour**

There are two taverns. The first tavern seating will leave the hotel at 5:00p, and dinner will be served at 5:15p. The second seating leaves at 7:15, and dinner will be served at 7:30

It is a short walk to the taverns but shuttle transportation can be arranged for those needing assistance.

Please indicate when you register if you are interested in going on the walking tour.





**Target Audience designation, denoted as shown below, is intended to be a tool for you as you select the sessions you wish to attend. All sessions are open to all attendees.**

(HVL) = Directors, Managers, Coordinators, etc. of Volunteer Programs

(GS) = Gift Shop/Retail Managers

(VOL/AUX) = Volunteers & Auxilians

## **26 Ways to Engage Your Volunteer Spirit**

(ALL)

Kathy Moe

Who knew you knew?! But you DO know and we'll prove it! This is an interactive, fun, ENGAGING presentation that will share at least 26 elements of wit, wisdom, scripting, best practices and education that will re-energize, re-engage and reinforce retention for you, your volunteers, patients and customers. Plus you will learn 10 additional, easy to employ techniques to infuse your volunteers, your program and your hospital with techniques that will make a BIG difference. Wait...there's more...this presentation will provide you with tools you can use for volunteer training, performance enhancement and improvement that are truly fun, proven and effortless to teach.

## **Best Practices - Improving Patient Satisfaction Scores Utilizing Volunteers**

(HVL)

Margaret Cullivan, RN, MEd, CAVS

Sentara Williamsburg Regional Medical Center was recognized as one of 3 finalists in the 2016 National Research Corporation's (NRC) Best Practice...Most Improved Patient Satisfaction in a three year period. This session offers an opportunity to collaborate with nursing to create a purposeful volunteer rounding program that will directly impact the hospital's strategic plan by improving patient and family satisfaction scores, as well as help reduce falls. You will learn how to develop a new and innovative volunteer program which directly impacts the organization's strategic plan, how to create a volunteer rounding tool that aligns with HCAHPS survey questions, how to improve overall patient and family satisfaction utilizing P.A.L. volunteers, and how to improve overall patient and family safety utilizing P.A.L. volunteers.

## **Board Building Strategies: Finding and Keeping Strong Leaders**

(ALL)

Wendy Biro-Pollard

One of the most important responsibilities of a board is to ensure that it continuously adds qualified new members and keeps them engaged. Board building should not just happen when it is time to fill a vacancy--it should be an ongoing process with year-round activities. This workshop will provide participants with tips and tools on how to identify, cultivate, recruit and orient new members; encourage active participation and commitment; educate the board; rotate board members; and engage in self-assessment. This interactive session focuses on the key steps required to build an effective board.

## **Communication Styles**

(ALL)

Rod Meek

Participants will be able to self-identify their personal communication style, as well as, determine the communication styles of coworkers, friends and family members. A focus will be placed on ways "flex" your communication style to meet the needs of the other person.

## **Cultivating and Networking Volunteers**

(HVL) Leigh-Anne Cade

This session will focus on the key aspects of cultivating and networking volunteers. Participants will learn how to develop a targeted recruitment plan as well as a craft a powerful message and design a comprehensive communication strategy to effectively engage and manage volunteers. We will also discuss generational differences in volunteering and how to effectively engage different age groups.

## **Display Your Success**

(GS) Kathy Moe

Inspiring, creative and resourceful merchandise displays are an invitation directly to your cash register! Often overlooked and undervalued, displays are main component of a successful selling cycle. Hospital gift shops are unique; many customers will frequent our shops 3-4 times daily. How do we keep our diverse customer base perpetually engaged and our sanity intact? Learn how to use your displays to invite customers into your shop and successfully transform browsers into buyers. Learn how to build good displays that create interest, ambiance, traffic, repeat business and reward you with revenue. Many invaluable tips and tricks learned through years of experience will be shared.

## **Don't Wait for the Wizard, Do It Yourself!**

(ALL) Michelle McCann

In this session we will discuss the approach of taking an active role in planning community events/fundraisers health related and non-health related using your volunteer organization, employees and community to make it a success. Participants will learn strengths to help them take the lead in planning great events. Participants will receive tools for employee volunteer reward program and how to utilize all of your volunteer resources and help them work together. Participants will also receive numerous event ideas, the planning stages, the dos and don'ts and success of each one. We must act first and not wait on someone else to take the lead will be our main focus.

## **Drumming for Relaxation**

(VOL/AUX) Megan Cardova

Therapeutic drumming can alleviate stress, strengthen the immune system, reduce burnout and it's fun. Musical talent not required. Come drum with us!

## **Effectiveness - The Whole Health Approach! Feel Your Best and Be Your Best While Leading and Serving Others**

(VOL/AUX) Lynn Ward

Through this workshop, you will gain practical steps for implementing a Wellness Program into Volunteer Services. We will discuss creative and inexpensive ways to increase volunteer engagement, enthusiasm, and purpose while focusing on healthy options for volunteers. Proven ideas for retention and recruitment resulting from this program will be shared. This presentation will be composed of two parts: 1) Evidence-based research around whole health for leaders to Be and Feel their best and 2) Wellness Program ideas for your Volunteer Services Department.



## **Facility, Therapy, Service & Support Dogs: What is the Difference and What Does Hospital Staff Need to Know to Remain Compliant?**

(ALL) Joy Parker and Shannon Hood

As pet therapy and facility dog programs continue to expand in hospitals, staff and patients are becoming accustomed to seeing animals enter and exit the facility. However, the Americans with Disability Act provide specific guidelines about what qualifies an animal as a service animal versus an emotional support animal. More importantly, what questions are staff members legally allowed to ask to determine service animal status? In this session, we will discuss the use of facility dogs at Children's Hospital of The King's Daughters (CHKD) and how they differ from pet therapy animals. We will also clarify the difference between service and emotional support dogs (or dogs in purses or small carriers) and how staff can make the distinction with visitors while remaining compliant with the ADA. Shannon Hood, child life manager at CHKD, her facility dog Sara Lee and Joy Parker, DVS, will lead the discussion.

## **Gift Shop Changes & Trends**

(GS) Connie Callis

In this session, we will talk about how to stay current with the new trends, how to stay ahead of marketing (for free), how to work with a facebook page for your gift shop, how to shop for each season and buy the best products, and how to deal with shoplifting and security

## **The Hospital Elder Life Program (HELP) - Volunteer Satisfaction and Retention**

(ALL) Amanda Schoettinger

The Hospital Elder Life Program (HELP) within the University of Michigan Health System is a delirium prevention program located on 10 inpatient units. Our goals include improving the hospital experience, optimizing cognitive and physical function of older adults during hospitalization, preventing delirium when possible, maximizing independence at discharge, reducing length of hospital stays, reduction of restraint, falls, and sitter usage, and improving communication and patient satisfaction. We will discuss the program and how it has grown within the past 2.5 years from 4 to 10 units, and from 8 to 96 active volunteers. We will also discuss the volunteer satisfaction survey that was implemented in 2015 along with the results from 2016. Volunteer satisfaction and communication is so important for organizations that count on active volunteers to support their mission. HELP has been able to capture the reasons in which our volunteers stay engaged.

## **Lead with Looping: Volunteer rounding standards and tools to help create an environment of empowerment and accountability.**

(HVL) Whitney Larkin

Lead with Looping will provide specific volunteer rounding standards and tools to help create an environment of empowerment and accountability. Rounding is a daily task for most volunteer leaders and it can be used to more successfully enhance relationships between leaders and their volunteers, improve credibility of leaders among their volunteer team, and leverage the volunteer team's position within their organization. We will discuss the concept of rounding in a new capacity and focus our energy on ways that we can listen and connect better with our volunteers without creating additional work. By showing that we care, it is often a much easier task to spark engagement and capitalize on our Volunteer's desires to make a notable difference and have their voices heard.

## **Learning to Listen**

(VOL/AUX)

Chris Gage

Listening skills are important for all serving in the healthcare field as we attempt to keep up in an ever-changing environment. Volunteers are challenged to understand many different types of communications and in many situations take action on them. Learning to Listen will walk you through the basic skills of listening as you work to improve and grow with this skill development opportunity.

## **Now I Get It! Making Customer Service Training Understandable, Retainable, and Entertaining Through Life Parallels**

(HVL)

Rob Toonkel, CDVS, CAVS, CVA

Customer service is the area where volunteers can make the greatest impact. Yet when it comes to orientation, annual education, and coaching, we too often rely on the traditional mix of pithy quotes, cheesy videos, and edicts like, "treat others as you wish to be treated." The most treasured – and retained – education builds upon what the participant already knows. In this engaging and entertaining session, participants will draw from experiences in other fields to create future educational offerings. Using coins, dice, signs, balls, and more, and referring back to everyday activities, we'll turn a segment many people dread teaching into lessons volunteers will recall forever. With material and exercises that make the learning relevant, and encouraging audience participation, we will achieve the true value of our volunteer team, watching them grow from mere followers of the message to change agents with the best outcomes in mind.

## **Retail Therapy Examination—STAT!**

(GS)

Carolyn J Van Heusen

Carolyn offers an "Examination" of "Retail Therapy" in the 1,600 square foot Pink Angel Gift Shop. She will help you launch 2018 with a tradition and trends based marketing plan, make "Made in the U.S.A." product recommendations, share her top 25 vendors, perform a "diagnosis" of her best sellers, provide tips on merchandise displays and demonstrate how to make a Holiday Garland to decorate your Shop using "readily available" everyday items.

## **Risk Management and Volunteers**

(VOL/AUX)

Leigh-Anne Cade

Building a comprehensive volunteer risk management program is essential to all organizations that utilize volunteers in any capacity. This session will examine the process of identifying potential threats to your organization, evaluating possible financial and legal impacts and taking measures to eliminate or reduce the risks inherent to your volunteer program.

## **RxRX (Prescription for Retail Engagement)**

(GS)

Kathy Moe

We've diagnosed the health of your Gift Shop and it can be improved! Understand correlations noted between deficiencies in appreciation, engagement, retention and revenue for your hospital and healthcare retail.

**Plan of Care:** When high doses of creativity, communication, appreciation, recognition, education and retention are administered healthcare retail revenue will rise sharply.

**Healthy Outcomes:** Understand and employ engagement correlations between patient, employee and volunteers to hospital and retail revenue

Learn how and why successful use of appreciation and retention positively affect all aspects of your retail operation. Discover 20+ Theories of Retailivity to increase



engagement and revenue in your gift shop. Collect 30+ actionable ideas to quantify, increase and promote your X and \$ factors

**Doctor's note:** This presentation is shared through the eyes of retail however it is **indisputably applicable to every volunteer leader in all healthcare settings**. Consider this presentation a multi-vitamin that will strengthen immunity and support your 'system' from deficient recognition, retention and revenue.

### **So You Inherited a Volunteer Program....Now What?**

(HVL)

Barb Wright

If you have recently been given oversight of the volunteer program or if you are new to managing volunteers, then this session is for you! Basic program functions, requirements and tools will be shared to help lead you to success. Come with all your questions, and an eagerness to learn. You'll walk away understanding why the volunteer program is a vital part of your hospital's operations and how it will help you grow as a leader.

### **Strategically Engaging Skills Based and Pro-Bono Volunteers**

(ALL)

Wendy Biro-Pollard

Success is more than being good at what you do. It requires that you embrace change, step out of your comfort zone and creatively meet your organization's mission and strategic goals. As the need for client services increase and financial resources remain tight, US nonprofits are increasingly engaging highly skilled volunteers.

Professional speaker and volunteer management expert, Wendy Biro-Pollard, CVA, will show you how to build an integrated approach to citizen engagement that will help you increase your Volunteer Department's capacity and resources while attracting more volunteers. Participants will learn about volunteer management trends and how they impact recruitment and placement; discover techniques and resources for utilizing skills-based and pro bono volunteers; use a simple needs assessment to identify how you can grow your volunteer program infrastructure; and create an action plan.

### **A Study on Leaders of Volunteer Services in Healthcare**

(HVL)

Patricia Wright

Patricia will present the study that was completed for her dissertation, which involved directors of volunteer services in health systems in the southeastern United States. She will speak about the Leadership Practices Inventory, an assessment tool used for leaders in all sectors around the globe and how leaders of volunteers scored in relation to one another and to the normative database. In addition, she will present an overview of the various interviews and results discovered in her study. Implications resulting from her study will be discussed. Anyone leading volunteers in a healthcare setting will find her presentation of interest, both personally and professionally.

### **THINK....What Does Your DVS Need from You!**

(VOL/AUX)

Amy Astin

Occasionally long time volunteers think their traditions or way of doing things will work forever. This presentation will show that change is not only good but necessary in today's healthcare environment. What are the Do's & Don'ts of volunteering? What would make you a FABULOUS volunteer? What does your DVS have to consider "behind the scenes"? You will leave this session with ideas on how to be a more useful volunteer (new or experienced), how to be a more considerate volunteer in your hospital, and why patient satisfaction scores are so important to your DVS and you.

## **Trends in Volunteering**

(ALL)

Leigh-Anne Cade

The latest trends in the nonprofit sector and volunteering will be discussed. These trends provide critical information when thinking about and planning the future of your volunteer program and are at the forefront of influencing and changing the world of volunteerism. Don't be left behind. Gather information that will keep your program effective, efficient and current.

## **VolunTEEN Program: A Stress Free Guide to Hosting Teens for the Summer**

(HVL)

Allison Smith

Working with teens can be challenging. This breakout session will provide tips and guidelines on how to ensure your program is successful for the teens and stress free for you. You will learn how to get associates on board with your teen program, how to get organized and plan ahead, how to stick to the requirements, and how 'fun' supervision will be your best friend.

## **Volunteer Partners: Volunteers for Today and Tomorrow**

(HVL)

Christine Delaughter

Grow your volunteer program by tapping in to a new target audience - young families. Volunteers as young as 10 or 12 can volunteer along with mom, dad, or grandparents. New volunteers who strengthen your adult volunteer program today and feed your teen volunteer program in the years to come. Discover the opportunities and marketing strategies that will ensure successful volunteer placements for your most challenging shifts: evenings & weekends!





**Amy Astin:** Amy is a Communications/Marketing major from Shorter College and has been DVS for Floyd Medical Center (304-bed hospital in Rome GA) since 2002. She has previously worked for the American Heart Association, Southeastern Cardiovascular Center and the Blueridge Area Health Education Center. At Floyd, she serves as the Chairman of the Volunteer Advisory Council and on the Leadership Team, the Value Compass Team and the Ethics committee. She has been a member of GSDVS since 2003 and is a past president and 2-time conference chair. She has also served as the GA representative on the SHVL board twice. She does the training for all volunteers and is part of the training team for new staff at Floyd. Amy has been a speaker for both the COA/V state conference and the GSVRP state conference. Locally she is a long time member and past president of the Rome COVA (Council of Volunteer Administrators) and member of GAVA. (GA Association of Volunteer Administrators) Amy is the lay leader at Second Ave. United Methodist Church and is a certified lay speaker through UMC. She is mother of two and a grandmother of two. As a former teacher and judge of baton twirling she still enjoys the sport when appropriate.



Wendy Biro-Pollard

**Wendy Biro-Pollard:** Wendy is a nonprofit management expert and Certified Volunteer Administrator (CVA). She is a seasoned speaker and facilitator in demand at conferences throughout the United States. Wendy has led hundreds of workshops and seminars for individuals in the public and private sector, for state and national associations, and for national service and faith-based programs. Wendy directed healthcare volunteer programs for almost three decades and has now taken her experience and expertise on the road. She currently provides volunteer management consulting services for nonprofits and healthcare systems nationwide. In 2012, Wendy was one of 20 people selected to be on the first BoardSource Certified Governance Training Team. Since that time, she has provided webinars and specialized board leadership training and retreats for nonprofits, corporate foundations and governmental agencies. Wendy served on the board of the Association for Healthcare Volunteer Resource Professionals (AHVRP), and as President of the Texas Association, Directors of Volunteer Services (TADVS). She holds a BS degree in Education, and in 2008, Wendy received a certificate in nonprofit leadership and management. Wendy lives in the beautiful Texas Hill Country outside of Austin, TX, with her husband and pet therapy dog, Gracie.



**Leigh-Anne Cade, MPH, CVA :** As Director of Training for VOLUNTEER Hampton Roads, which has evolved from a traditional volunteer clearinghouse into a full-service management support organization for the nonprofit sector, Leigh-Anne develops and implements forums, symposiums and training events. Additionally she researches, develops and facilitates customized training including board governance and volunteer management for the organization's nonprofit partners. Leigh-Anne also serves as the head trainer and

facilitator for the Service Enterprise Initiative, a national program which is designed to build the capacity of nonprofit organizations through high level volunteer utilization. Prior to coming to VOLUNTEER Hampton Roads, Leigh-Anne worked for the National Multiple Sclerosis Society for 13 years where she conducted trainings nationally. Positions with the Society included programs and services, nonprofit management, advocacy and fundraising. She also worked for the American Heart Association and completed her graduate level internship at the American Cancer Society. Leigh-Anne earned her Bachelor of Science degree from Towson University in Maryland, her Master of Public Health degree from San Diego State University and is certified in volunteer administration by the Council for Certification in Volunteer Administration.

**Connie Callis:** Connie is employed at Western Maryland Health System in Cumberland, MD and has been the manager and buyer for the gift shop for the past 23 years. Connie loves her work and the volunteers who are engaged to keep the shop open. Connie's background includes accounting and marketing. Connie has also served as regional manager for Contempo Fashion for four years, which covers a three state territory. She is very involved in the Auxiliary with their fundraising and major events. She was instrumental in bringing the WMHS Auxiliary's thrift shop, Past Perfect, to fruition. Connie lives in Cumberland and enjoys spending time with her three daughters and five grandchildren. Connie's hobbies include traveling, swimming, gardening, and reading.



Connie Callis

**Megan Cardova, RDN, CDE:** Megan Cordova is a Registered Dietitian Nutritionist and Certified Diabetes Educator and also has an advanced certification in Weight Management and therapeutic drumming. She graduated from Louisiana State University and completed her dietetic internship at VCU Medical Center in Richmond, VA.

Megan has over 30 years experience in providing individualized medical nutrition therapy and teaching diabetes, cardiac, and weight management classes to adults and children. She lectures throughout the state of Virginia on nutrition and wellness. In addition to public speaking, Megan has published nutrition articles from the local to national level and has been featured on CNN regarding nutrition during Colonial times. She currently works in the Diabetes and Nutrition Outpatient Center at Sentara Williamsburg Regional Medical Center and with Optima Health and Preventive Services.



Megan Cardova



Margaret Sullivan

**Margaret Sullivan, CAVS, MEd, RN :** Margaret majored in English and Theater Arts at the University of Massachusetts. She received her Masters of Education in 1975 while teaching middle school and high school in Plymouth, MA. She was adjunct faculty at Curry College graduate school of Education in Milton, MA. where she oversaw students pursuing their teaching certificate. Margaret furthered her studies in healthcare and received her RN. Combining her nursing and education backgrounds, Margaret became Director of the Education Department at Williamsburg Community Hospital in 1995, responsible for hospital-wide education and overseeing the Joint Commission Accreditation of Hospital Organizations. In 1997 she became the Director of Volunteer Services and the Auxiliary's liaison to the hospital. In 2002 Margaret's role increased to include Director of Volunteer Services/ Health Resource Library/Planetree. In 2013 Margaret's role expanded to include Director of Patient Relations/Guest Services/Volunteer Services. This scope of services includes being Coordinator of the Customer Service Committee, the Patient and Family Advisory Committee and overseeing over five hundred volunteers in clinical and non-clinical settings at Sentara Williamsburg Regional Medical Center and the Sentara Geddy Out-Patient Center. Margaret credits here amazing team leads with her ability to effectively and efficiently do her role. Professionally Margaret has served as GWAVA (Greater Williamsburg Area Volunteer Administrators) President, Tidewater Council Dir of Healthcare Volunteer Services President, VSDHVS Education Chair, SHVL VA State Rep, AHVRP's Education Committee, and AHVRP's Job Analysis Task Force Committee. Margaret's community involvement includes serving on several Williamsburg Community Boards: Williamsburg Aids Network Board, the Avalon Board, the Kingsmill PGA & LPGA Standards Committee, United Way Day of Caring Board, Hospice House Final Gift: Vigil Volunteers Committee, St Olaf Youth Mission Trip Committee and Sentara Williamsburg Regional Medical Center Auxiliary. Margaret and her husband, Larry, are blessed to have two children and six precious grandchildren, all residing in Virginia.



Christine Delaughter

**Christine Delaughter:** Christine Delaughter is a certified director of volunteer services and has been an administrator of healthcare volunteers in acute care hospitals for over twenty years. She currently serves as the director of volunteer services at Bon Secours St. Mary's Hospital in Richmond, Virginia where she manages over 650 volunteers. Christine received her bachelor's degree in business administration from James Madison University. She is active in the field of volunteer services management, having served as president of the Virginia Society for Directors of Healthcare Volunteer Services 2011-2013 and serves as vice president for leadership development and certification on the SHVL board of directors. She lives in the beautiful Shenandoah Valley of Virginia with her husband and two sons.



**Chris Gage:** Chris Gage currently serves as the Director of Guest, Retail, & Volunteer Services at WakeMed Health & Hospitals in Raleigh, North Carolina. She oversees a program of 1,500 volunteers in three hospitals and multiple offsite locations. Operations include two Volunteer Boards which operate as separate 501C3's focusing on fundraising and two gift shops operating as hospital departments. She has been in this role for just over 3 years, with a total of 10 years' experience in healthcare volunteer leadership. She serves on the SHVL board as our North Carolina State Representative and as the District 4 Regional Representative with the North Carolina Healthcare Volunteer Professional Association. She has served in many roles with the Tennessee Healthcare Volunteer Professionals, including President. She received a Bachelor's Degree in Public Health, Graduate Certificate in Healthcare Management, and Master's Degree in Business Administration from East Tennessee State University. She is married with an 8 year old son, enjoys watching movies and being outdoors.



Chris Gage

**Jamine Hamner:** is the Director of Volunteer Operations for KentuckyOne Health, Central/Eastern Market. As part of her role, she had direct responsibility for Volunteer Services at Saint Joseph Hospital, Saint Joseph East and Saint Joseph Jessamine, in Lexington, KY, where she and her Program Assistant provide all aspects of volunteer management for 700 volunteers annually. In the fifteen years Jamine has served at Saint Joseph, she has taken the volunteer office from a manual operation to a mostly automated and paperless volunteer office.



Jamine Hamner

**Shannon Hood:** Shannon Hood, CTRS, CCLS  
Shannon is a graduate of University of North Carolina at Greensboro with a bachelor's of science in Recreation, Parks, and Tourism, concentrating in therapeutic recreation. She recently earned her master's degree in Organizational Leadership from Columbia Southern University. Shannon has worked at Children's Hospital of The King's Daughters for 15 years and serves as manager of CHKD's child life program. She is a certified child life specialist as well as a certified therapeutic recreation specialist with her primary focus devoted to the rehabilitation program and the neonatal intensive care unit. In February of 2016, she em-"barked" on a new journey and obtained a facility dog.



Shannon Hood



Whitney Larkin

**Whitney Larkin:** Whitney Larkin has been a team member with Mountain States Health Alliance in Johnson City, TN for 7 years and has served as the Director of Volunteers for the Washington County Market for 3 of those years. Whitney oversees the Volunteer programs for 4 facilities totaling 689 beds and works to support the Auxiliary as part of her responsibilities. She recently received the Certified Administrator of Volunteer Services credential through AHVRP and holds a Master's in Public Health from East Tennessee State University where she also completed a Bachelor's of Science degree. Whitney is serving as Vice President on the Tennessee Hospital Volunteer Professionals (THVP) board this year and hopes to become even more educated and knowledgeable about Volunteer administration in the coming years through personal growth endeavors and networking opportunities with peers. In her personal time, Whitney enjoys doing Crossfit workouts with her husband of 4 years and spoiling their two fur-babies, Leroy and Lucie.



Michelle McCann

**Michelle McCann:** Michelle McCann, Director of Community Education, Baptist Medical Center Leake. Michelle worked in the retail arena for over 20 years beginning in her youth. She entered the healthcare industry as Volunteer/Bereavement Coordinator for a local hospice company. She quickly learned that she could use her retail experience to promote the great patient care her company provided along with convincing others to join her by volunteering. In 2011 she joined Baptist Medical Center Leake with her focus to promote the vision and mission of the new community hospital Baptist Medical Center Leake. With the building of a new facility the formation of a volunteer program began in February of 2015 with a staggering 26 women in the first month. Michelle serves as President of Main Street Chamber of Leake County and works on numerous committees utilizing all ages of volunteers. She serves as Women's Sunday school teacher and Women's Ministry Leader at Madden Baptist Church. Michelle speaks and entertains at numerous events in her hometown and surrounding areas speaking on healthcare services and her faith. She is married to Carl McCann they have 2 children and one grandson and another on the way. They live in Madden, MS.



Rob Meek

**Rod Meek:** Rod Meek is a former school teacher who is now a Learning & Organizational Development Consultant with Centra, a healthcare system in Lynchburg, Virginia. Rod is a certified professional with the Society for Human Resource Management. Rod is also certified in Crucial Conversations, Crucial Accountability and Myers Briggs Type Indicator. Rod also has experience with hospital philanthropy and large-scale training programs.

**Kathy Moe:** Kathy Moe, CAVS (Certified Director of Volunteer Services) is the Director of Volunteer and Guest Services at Unity Point Health in Fort Dodge, IA. She has 26 years of experience in healthcare volunteerism and healthcare retail. She has an extensive retail background, including owning her own gift shop. Kathy has a passion for ensuring **everyone** receives an exceptional patient, volunteer, customer and retail experience. She believes volunteers are vital to patient engagement and a positive experience.

During her tenure at UnityPoint Health Kathy's role has expanded immensely. Her current role includes managing the volunteers, Auxiliary and paid staff including Information Desk and Valet services; she is also thankful every single day that the gift shop remains under the umbrella of her responsibilities. She serves on the Patient Engagement Specialist team, chairs the Employee Engagement committee and is the Studer Champion.

Kathy's been honored to serve as a customer service, volunteer engagement and healthcare retail consultant, advocate and speaker in numerous venues at home and throughout the United States. She's spoken at many state Hospital Associations and AHVRP on retail display techniques, buying and attending Market, motivating, retaining, educating and engaging volunteers. She is incredibly proud to have served on the board and as the president of AHVRP and IDVS (Association of Healthcare Volunteer Resources Professionals and Iowa Director of Volunteer Services.)

Kathy believes she has the greatest job on earth and believes in promoting professionalism, education, enthusiasm and the magic of this profession. She loves serving people, encouraging them and finding solutions to challenges. She embraces every aspect of the gift shop including being a buyer, discovering wonderful merchandise and trends, promoting the shop in fun and creative ways, planning displays and challenging her creativity. She sees the joy, entertainment, compassion and comfort our work provides and is committed to sharing her passion and insights to support the profession.

**Joy Parker:** Joy Parker has 25 years of volunteer management experience and has been the director of volunteer services at Children's Hospital of The King's Daughters in Norfolk, Virginia, for the past 16 years. In addition to managing over 750 volunteers and a thriving gift shop, Joy is responsible for the operation of the Buddy Brigade, CHKD's pet therapy program, which includes approximately 60 dogs visiting patients in a variety of settings. Joy received her bachelor's degree in finance from Radford University and her master's degree in health promotion from Virginia Tech. Joy is active in the field of volunteer management, serving as past president of the Virginia Society for Directors of Healthcare Volunteer Services and current vice president of conference education on the SHVL board of directors.



Kathy Moe



Joy Parker





Amanda Schoettinger

**Amanda Schoettinger:** My name is Amanda Schoettinger and I am currently a Social Work Program Manager at the University of Michigan Health System. I received my BSW in 2011 and will graduate in April 2017 with my Master's in Social Work and a Certificate in Dementia. I run the Hospital Elder Life Program (HELP) and No One Dies Alone (NODA), in which both are completely volunteer based. I also am co-chair for our departmental Staff Development Committee in which 10-12 presentations are offered yearly, and co-chair for our hospital wide Emergency Management Committee in which disaster related plans have been implemented/trained on.



Allison Smith

**Allison Smith, MPA:** Allison Smith has been the Coordinator in Volunteer Services at Le Bonheur Children's Hospital for the past 3 years. She graduated from the University of Memphis with a Bachelor's in Professional Studies and a Master's in Public Administration. Allison serves on the board as the Region 1 representative for Tennessee Healthcare Volunteer Professionals (THVP). Her main responsibilities are the ongoing individual volunteer program of 200+ volunteers and the teen programs that take place in the summer.



Rob Toonkel

**Rob Toonkel, CDVS, CAVS, CVA:** Rob Toonkel has seven years of hospital volunteer management experience, most recently at Arnot Ogden Medical Center in Elmira, N.Y. A 2,000-hour hospital volunteer himself, Rob weaves professional experiences from politics, non-profit management, athletic media relations, and education into his daily responsibilities and engaging presentations. Rob has spoken at numerous national and state conferences, and is the presenter of customer service education at all three campuses of ArnotHealth, where his four-hour session is consistently the highest rated component of general orientation. Raised in Chappaqua, N.Y., Rob is a graduate of the University of Michigan with a B.A. in Business Administration.



Donna Tyson

**Donna Tyson:** Donna is a nationally acclaimed motivational speaker known for her ability to touch hearts and inspire people to reach their highest potential. Her unique style has been described as a "a cross between a preacher, a politician and a comedian." Donna leaves her audiences spell bound as she weaves her stories of empowerment. She draws on her experiences as a former television and radio talk show host, successful business owner, community leader, missionary, cancer survivor, mother and grandmother for her thought provoking life lessons. Donna travels the country as a motivational speaker while promoting her first children's book on pride and self-esteem entitled "The Red Bow." In 2012, Donna sold everything she owned and moved to Haiti for 10 months as a missionary. In the Spring of 2014, she was diagnosed with an aggressive Triple Negative Breast Cancer and has spent the last two years in chemotherapy and healing treatments. She now resides in Surfside Beach, South Carolina, where she hosts Women's Renewal Retreats and leads bi-weekly Infusion spiritual support group meetings for cancer

patients, survivors and caregivers. She was recently named the 2015 Grand Strand Happening Now Mover & Shaker award winner for going above and beyond the call to make a big difference in her community.

**Carolyn J Van Heusen:** "Thank you for the invitation to present at the SHVL 24<sup>th</sup> Annual Leadership Conference, *Traditions and Trends: Leading Healthcare Volunteerism into the Future*. To me, the word "Volunteer" has inherent connections. Go VOLS!"

Born on Valentine's Day in Knoxville, TN to Herman and Harriette McDonald, who were students at the University of Tennessee following service in the Navy, Carolyn graduated from UT with a BS degree in Education. By marriage and motherhood, "Lesson Plans" changed into "Business Plans" for a marina near Nashville, TN to positions in Toronto, Ontario, Canada, Vancouver, British Columbia, Canada, Sacramento, CA, Chicago, IL and Seattle, WA.



Carolyn J Van Heusen

"My life has been an ambitious adventure. I learned to 'bloom where planted,' to meet challenges as opportunities, to keep smiling and to retain my sense of humor despite the situation." Carolyn's motto is "Under-promise and over-deliver while providing world-class service."

Hers was an entrepreneurial family. Both grandmothers had retail stores and her parents owned and operated an independent telephone company. She liked her early business launch, learned the importance of communication and value of community service. Her retail resume includes many roles in mercantile operations – Castner-Knotts, Nashville, TN; Simpson-Sears, Toronto, Ontario, Canada; Marshall Fields, Chicago, IL and The Space Needle, Seattle, WA.

"I retired from Motorola, Computer Systems Division, Marsh MacLennan's Private Client Services (insurance) then the Space Needle to find myself living in Titusville, FL volunteering at Parrish Medical Center Auxiliary's Pink Angel Gift Shop. I became the Manager on November 9, 2009 signing a contract considered to be a labor of love. This is fun, not work."

Carolyn is married to her best friend, Michael Van Heusen, who is serving his fifth term as President of Parrish Medical Center's Auxiliary and second term as a Commissioner for the Titusville Housing Authority. She is active at St. Gabriel's Episcopal Church where she serves as Clerk to the Vestry, as a Lay Eucharistic Minister, Lector, Secretary for The Order of St. Luke (a healing ministry) and alto soloist in the Choir.

"We are dedicated fund raisers for the PMC Auxiliary and No One Hungry, our community food bank. We enjoy cooking together, learning, traveling and spending time with family and friends. Life is good and we believe that we are very blessed. Thank you God!"



Lynn Ward

**Lynn Ward:** Lynn has been a Volunteer Coordinator at St. Dominic's Hospital in Jackson, MS for the last two years. Prior to joining the St. Dominic's team, she was the Director of Family Ministry at Chapel of the Cross Episcopal Church. At the church, she focused on program development through healthy, family-focused activities, spiritual formation, and whole-person health. She is a leadership coach and whole health educator working with individuals and groups emphasizing wellness and prevention. As a former teacher, she enjoys her work as a Franklin Covey Facilitator, holding workshops for young people on the 7 Habits of Highly Effective Teens. She is also a certified MBTI Practitioner for the Myers-Briggs Personality Assessment. When Lynn isn't working with the volunteers at the hospital, she loves spending time with her family. She also enjoys writing, walking, traveling and being a source of encouragement to others.



Barb Wright

**Barb Wright, CAVS, CDVS:** Barb Wright is Director of Volunteer Services for Tennova Healthcare in East Tennessee and has oversight of three volunteer programs, 300+ volunteers, an active Auxiliary and two gift shops. Barb is a certified director of volunteer services through Southeastern Healthcare Volunteer Leaders (CDVS) and through the Association for Healthcare Volunteer Resource Professionals (CAVS). With over 30 years' experience in volunteer management, you'll find she has the wit and wisdom to guide you through the process of creating a vibrant volunteer program.



Patricia Wright

**Patricia Wright:** Patricia Wright has worked as the Director of Volunteer Services at Western Maryland Health System in Cumberland Maryland for the past 21 years. Prior to that, she taught Elementary School in the public school system in Maryland and West Virginia. She also currently teaches at Allegany College of Maryland in the English Department. She obtained her Bachelor's and Master's Degrees, both in the field of Education from Frostburg State University and recently earned her Doctorate Degree from Keiser University in Fort Lauderdale Florida. She holds certification as Director of Volunteer Services from SHVL where she currently serves as a board member. She resides in Western Maryland with her husband of 36 years, three dogs, and three cats.





# Southeastern Healthcare Volunteer Leaders

## 2017 Conference Registration Form

Register for the conference with this form or register on-line at [www.SHVOnline.org](http://www.SHVOnline.org).

Register on-line 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 below.

Registration deadline for conference and hotel ends 5 p.m. Monday, February 13, 2017.  
(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 March 19, breakfast and lunch on March 20, and all meals on March 21.

I will not attend the following meal functions:

\_\_\_\_\_  
Please indicate any special meal requests:

Will you participate in the walking ghost tour on March 21? ☐ Yes ☐ No

Guest Name: \_\_\_\_\_

Select Guest Meal Package in next column. Please note guests may not attend educational breakout sessions.

If you require special services identified in the Americans with Disability Act, please notify Susan Grier by February 13, 2017.

**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. \_\_\_\_\_

### CONFERENCE REGISTRATION FEES:

_____	HVL (current SHVL or VSDHVS Member)	\$395
_____	HVL (non-SHVL or VSDHVS Member) *	\$600
_____	Retail Manager (current SHVL Member)	\$395
_____	Retail Manager (non-SHVL Member) *	\$600
_____	Auxiliary or Volunteer	\$395
_____	State Auxiliary Leader	\$395
_____	Optional Intensive Volgistics Course	\$150
	Sat. March 18, 1-5 pm & Sun., March 19, 8-11 am	
_____	Guest Package A (all meals & ghost tour)	\$325
_____	Guest Package B	\$120
	(March 21 Tavern Dinner & Ghost Tour only)	
_____	Guest Package C (Breakfasts only)	\$ 75
_____	Late Registration Fee after Feb.13	\$ 50

\* Join SHVL and pay the member fee – a savings of \$155; visit [www.SHVOnline.org](http://www.SHVOnline.org) for info

### PAYMENT INFORMATION:

Total Registration Fee	\$ _____
Guest Fee	\$ _____
Total Payment Due	\$ _____

### Method of payment:

- \_\_\_\_\_ Check Enclosed (payable to SHVL)  
\_\_\_\_\_ Check to follow (registration is incomplete until check is 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

All paid registrations will be confirmed. Registration fees, minus a \$50 cancellation fee, are refundable if notice is received by Feb.13. No refunds will be granted after Feb. 13.

### REGISTRAR CONTACT INFORMATION:

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