

Friday, March 22



Society for Healthcare
Volunteer Leaders

| | | | |
|---|---|---|---|
| <u>8:00 am – 4:30 pm</u> Registration open | Germantown Registration 1 (ALL) | <u>1:45 pm–3:00pm</u> Emergency Dept Volunteers: Empowered for Excellence | Germantown 1 (HVL) |
| <u>7:00 am – 8:00 am</u> Breakfast | Germantown 2 & 3 (ALL) | E. Jean Zebroski-Clifford | |
| <u>8:00 am – 9:00 am</u> Keynote - Beth Steinhorn | Germantown 2 & 3 (ALL) | Enterprise Volunteer Management From Silo to Systemness | Germantown 4 (HVL)(GS)(VOL/AUX) |
| Transforming Disruption to Impact | | Carrie Street & Julie Hudtloff | |
| <u>9:00 am – 10:30 am</u> Workshops - Beth Steinhorn | Germantown 2 & 3 (ALL) | Power in Numbers: Patient Experience Driven by Service | Sylvan Park (HVL) |
| Recruit and Rebuild Your Volunteer Base | | Megan Fairchild & Brittney Ward | |
| Equipping Staff for Success: Training Colleagues to Engage Volunteers | | <u>3:15 pm – 4:30 pm</u> LEGO Challenge | Germantown 1 (HVL)(VOL/AUX) |
| | | Michelle McCann | |
| <u>10:00 am – 5:00 pm</u> Vendor Show | Midtown/Germantown Foyer (ALL) | No One Dies Alone | Germantown 4 (HVL) |
| | | Peggy Skudera | |
| <u>10:45 am – 12:00 pm</u> Gift Shop Panel Discussion | Germantown 1 (GS) | Are You Certified? Learn About CDVS Certification | Sylvan Park (HVL) |
| Karla Bachl | | Kelly Hedges | |
| Volunteer's Role in Patient Experiences | Germantown 4 (HVL) | <u>5:00 pm</u> Vendor Door Prize Drawing | Midtown/Germantown Foyer (ALL) |
| Tracy McDougal | | (Must be present to win) | |
| If You Feed Them, They Will Come: Stewarding & Engaging Volunteers | Sylvan Park (HVL) | <u>5:15 pm – 6:00 pm</u> Region Photo Ops | Germantown 2 & 3 |
| Alex Seblatnigg | | Southwest | 5:15 |
| | | Northeast | 5:25 |
| | | Midwest | 5:35 |
| | | Pacific | 5:45 |
| | | Rocky Mountains | 5:55 |
| <u>12:15pm – 1:30 pm</u> Lunch & Impact Award Presentation | Germantown 2 & 3 (ALL) | Dinner on Your Own Enjoy Nashville! | |

*Thank you to
Kilbourne & Kilbourne
for being the Sponsor
of these Daily sheets!*



Target Audience Designations These are intended to be a tool only. All sessions are open to all attendees.

(HVL) = Directors/Managers/Coordinators of Healthcare Volunteer Programs

(GS) = Gift Shop/Retail Managers

(VOL/AUX) = Volunteers & Auxiliaries