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What Is Traveling Topics?

Traveling Topics is a program of innovative traveling workshops designed to meet the needs of TAHV members. **Traveling Topics** was developed by TAHV to provide quality educational programs to volunteers in their local area.

Traveling Topics can arrange for a professional workshop speaker for your group or can provide one of the "Let's Talk" workshops. The "Let's Talk" presentations are facilitated by members of the TAHV Board of Directors who have day to day personal experience as volunteers. A variety of subjects for "Let's Talk" are offered. Some examples are gift shops, customer service, and others.

The most recent **Traveling Topics** presentation was held at Huguley Memorial Medical Center, Fort Worth. It was a presentation by The Rev. Dr. Steven R. Rottgers on "You Are Not Just A Volunteer". Huguley will be writing an article for the "Outlook" newsletter discussing this program and its benefit to their auxiliary.

You may want to think about inviting another volunteer group to join you in hosting a presentation. What a great way to meet other volunteers from your area, share ideas, and network – and enjoy an educational program together as well.

If you would like to know how to have a **Traveling Topics** program presented in your area, please contact:

Janie Dampier – phone: 281-358-9347 , email: janiedamp@msn.com or

Jan Temple – phone: 972-475-5850, email: jantemple@verizon.net

*Live as if you were to die tomorrow.
Learn as if you were to live forever.*

OUTLOOK

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68th Annual Convention
June 2-5, 2011
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Dallas, Texas

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Hospital Volunteers across the Valley donate to help Valley flood victims

RGV Council of Auxiliaries makes donation to American Red Cross for local flood victims

The Rio Grande Valley Council of Auxiliaries, a non-profit group made up of hospital volunteers' auxiliaries from across the Valley, recently made a group donation to the American Red Cross South Texas Chapter to support local disaster relief related to recent flooding in the Valley.

Donations came from individual volunteer Auxiliary groups within the council. When asked how the raised funds would be used, Michael Huckabee, Executive Director of the American Red Cross said Red Cross is conducting home visits to the flood victims as well as continuing to shelter some residents. This generous donation from the RGV Council of Auxiliaries will help support the Red Cross in their efforts to provide relief to those in need.

Individual Auxiliary member groups of the RGV Council who made donations to this effort include:

Driscoll Children's Hospital, McAllen
Edinburg Regional Medical Center
Knapp Medical Center
McAllen Medical Center & Heart Hospital
Mission Regional Medical Center
Starr County Memorial Hospital
Valley Baptist Medical Center – Brownsville
Valley Baptist Medical Center - Harlingen

An additional donation was made by the International Lions Club of Weslaco.

The Rio Grande Valley Council of Auxiliaries represents a total of 1,250 individual hospital volunteers from across the Valley.



FLOOD VICTIMS DONATION – Hospital volunteers from across the Valley recently made donations totaling \$1,120 to help flood victims in the Valley. Presenting the donation, from the left are, Katie McCarty, Director for Volunteer Services for Valley Baptist Health System; Lee Ann Henderson, Vice President for the VBMC-Harlingen Volunteer Auxiliary; Pam Williams, President of the VBMC-Harlingen Auxiliary; Irma Trevino, Vice President of the VBMC-Brownsville Auxiliary; Michael Huckabee, Executive Director of the American Red Cross South Texas Chapter (shown accepting the donation); Bruce Lime, President of the RGV Council of Auxiliaries and Past President of the Knapp Medical Center Auxiliary; Becky Campos, President of the Edinburg Regional Medical Center Auxiliary; Evelyn Alaniz, Secretary for the McAllen Medical Center & Heart Hospital Auxiliary; and Joel Pena, Director for Volunteer Services for South Texas Health System.



A Message from the President

The Traveling Trio is home again after attending the District 10, 5, 9 and 4 Meetings. Each meeting was unique to the area. From the small hospitals to the large ones each hospital hosted a wonderful meeting. What a privilege to meet and mingle with all those wonderful and dedicated volunteers. We had wonderful speakers and lots of great food! We will be stopping halfway through the tour to buy new clothes or at least some with elastic!

It is my hope to make this a year of discovery. We at TAHV want to discover what our members expect and need from our organization. We want there to always be an open line of communication so that each of our members will feel free to contact any one of us. Also, we are actively working at finding ways to insure, as much as humanly possible, that all of our members are able to attend the conventions and their district meetings. Additionally, we want to know what we can do to make our conventions even better; the type of speakers and concurrent sessions our attendees would like to see and hear. Two different surveys have been made available for input. One was sent to the president or designated person from each volunteer group and the other was/is available at all of the district meetings. When completed and returned to us we will have a wealth of information to work with. We are also looking at ways to make the election of board members an easier process.

The trio will hit the road again on Oct. 6th following the Association for Healthcare Volunteer Resource Professionals (AHVRP) Meeting in St. Louis, which Sherry and I will be attending. The Traveling Trio will be coming to a District Meeting near you... we look forward to seeing you there!

Melva



Getting to know Melva Harris

Melva Harris has been a member of the Texas Association of Healthcare Volunteers (TAHV) since 2003 and a healthcare volunteer for more than 40 years.

Melva began volunteering at St. Luke's Episcopal Hospital in Houston in 1967. As her husband's business transferred him around the U.S., she continued her volunteering in hospitals in New Orleans, Charlotte, and Seattle.

In 1985, Melva returned to Houston and to St. Luke's. She has served on the St. Luke's Auxiliary Board of Directors for many years holding many positions, including serving as President in 1996-1997 and again in 2004-2005. She currently serves as Parliamentarian. Melva has over 12,500 hospital volunteer hours at St. Luke's.

For the past 20 years, Melva has worked in the Ambulatory Care Surgery Center at St. Luke's where she assists patients and their families. Other volunteer projects near to her heart include: chairing the "Food for Life" Easter Service Project for the past 15 years to benefit underserved areas of Houston, a program that earned the TAHV President's Award in 2003; working for the hospital's bereavement program; and making stockings for newborns to be taken home in during the holiday season. She also served on the Texas Heart Institute's Heart Exchange Program Board of Directors for 3 years.

Melva's other volunteer activities include Habitat for Humanity, Meals-on-Wheels, Operation Freedom, Harris County Citizens Corp, Blood Donor Program and Health Fairs. She also served as secretary of the Presidents' Council of Houston Area and is an active member of St. Dunstan's Episcopal Church in Houston.

Her honors and recognition include:

Elected Honorary Member by St. Luke's Auxiliary Board of Directors
Lifetime Member of St. Luke's Auxiliary Board of Directors
Texas Medical Center Volunteer Honoree in 1997 and 2005
Recognized by the March of Dimes as liaison for St. Luke's, 2002
Recognized by the Mayor's office and Volunteer Houston for outstanding service 5 years in a row
Received the President's Volunteer Service Award from the President's Council on Service & Civic Participation, Washington DC, 2008

One of only 4 Houston-area volunteers nominated for the Houston Business Journal's 2010 Health Care Heroes Awards

Melva's greatest pride and joy comes from her family, her biggest supporters. She and her husband Bob have been married for 56 years and have 4 children, 7 grandchildren and a 1-year-old great-granddaughter. The only complaint she ever had came from a young grandson who said she should wear a red uniform. Unfortunately St. Luke's only allows purple. He came to like her purple.

"I don't just volunteer...I *am* a volunteer," says Melva.
"When I reach the end of my life, I want to know that I have made a difference."



November election critical for Health Care Reform

With the upcoming General Election, health care reform is back in the headlines. Despite the fact that implementation of the Patient Protection and Affordable Care Act has begun, many Republicans are vowing to repeal the law if they regain control of Congress, although there is no agreement on what should replace it. As I wrote previously, the status quo was not an option. The rising costs of Medicare

and Medicaid cannot be sustained. I still believe that health care delivery system reform is necessary and preferable to government spending cuts or price controls alone.

Going back to pre-reform health care is not an option. Many of the insurance reforms – like requiring coverage despite pre-existing conditions and elimination of caps on benefits – are popular. But it's hard to make these provisions work unless everyone participates, which allows insurers to spread the risk. While Americans don't like being mandated to do anything, history shows that many people who have access to health coverage take the gamble and refuse to purchase it. Personal responsibility is an American value, but unfortunately, the penalties for failing to purchase coverage are so low that many will opt to pay the fine because it is much lower than the cost of buying insurance.

Some politicians are making false claims intended to scare voters. For example, there are no criminal penalties for failing to purchase health insurance, only excise taxes or fines. The benefits provided under traditional fee-for-service Medicare are increased – not reduced as some are claiming.

As hospital volunteers, you know the good work that goes on 24/7 in our state's hospitals. You also are aware of the tremendous challenges Texas hospitals face as they care for people in their communities. While the federal health care reform legislation has flaws that must be corrected, the law provides a framework for delivery system change. It maintains the current public-private health care financing system and builds on the employer-based insurance model.

I encourage you to vote in the Nov. 2 General Election, and Oct. is the deadline to register. HOSPAC, the state and federal political action committees of the Texas Hospital Association, has published its endorsements, which are available at www.hospac.org/ElectionCentral. This is an important election, as the fate of health care reform hangs in the balance. Help your friends and neighbors understand the facts about health care reform, and encourage them to vote as well. I see the glass as half-full, with opportunities to make important, necessary changes in health care delivery. Ultimately, we can reduce costs and improve outcomes for patients. And, that's why we work in health care.

One needs to be slow to form convictions, but once formed they must be defended against the heaviest odds.

A note from the Parliamentarian

By: Jan Temple

Subject: Difference between Bylaws and Standing Rules

Bylaws

Your organizations Bylaws should include all of the rules that the group considers being so important that they cannot be changed at the whim of the members present at a single meeting. They require previous notice to the membership before voting to amend.

Standing Rules

Standing Rules govern the administration of the organization as opposed to rules (Bylaws) regarding parliamentary procedure. Standing Rules generally are not adopted at the same time an organization adopts Bylaws but individually if and when the need arises. Standing Rules may be printed under a separate heading in the booklet containing the Bylaws. A Standing Rule can be adopted by a majority vote at any business meeting without previous notice unlike an amendment to the Bylaws.

Convention Awards

By: Carolyn Denman

Every year our member groups work very hard all year to provide the very best entries at Convention in the four categories: Tray Favors, Posters, Newsletters and Scrapbooks. Countless hours logged by volunteers and the TAHV Awards Committee goes to great lengths to make this one of the most anticipated sessions of the annual meeting.

Normally, the awards are presented in the afternoon on Uniform Day. In each category, the winners from smaller hospitals are announced first and the progression proceeds to the larger hospitals. The Awards Committee works very hard to make certain every winning auxiliary is given recognition for their labors.

But sadly, many auxiliaries who have already won (or lost!) leave before all awards are handed out. In the future, we would ask that everyone please remember that it's not as special when your award is given to a meager crowd! Perhaps next year, we will all stay until the end to congratulate and cheer for our fellow volunteers. Let's give the Golden Rule a chance!

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Santa Rosa's Hospital Volunteer Group celebrates 60 years

Established in 1950, the CHRISTUS Santa Rosa Hospital Auxiliary has always been committed to making a difference in the community. Since 1982, the volunteer group has contributed more than \$1.2 million to CHRISTUS Santa Rosa Hospital. Over the past 10 years, this volunteer group has raised and donated about \$46,000 towards various hospital needs. In particular, \$350,000 was donated towards the reconstruction of the

downstairs lobby, known as Heritage Lobby, where our history of over 140 years is depicted. Their contributions also include scholarships, newborn baby t-shirts, various donations to United Way, Avon Breast Cancer, and

CHRISTUS Santa Rosa Children's Foundation in line with Children's Miracle Network. The auxiliary has expanded their domain of giving to other hospitals in our region like CHRISTUS Santa Rosa-New Braunfels and CHRISTUS Santa Rosa-West Overhills.

The main revenue for the group comes from outsources fundraising sales, popcorn sales, and monetary contributions. Whenever anyone is in any need of help, the auxiliary is always willing to lend a helping hand. An example of their charitable contributions is the upcoming funding of the volunteer tracking program powered through Bespoke Software Inc.

Over the years, the volunteers have developed strong ties with



each other. Many have become life long friends. "Being a volunteer has been very satisfying in that we help patients, families, and staff. It is truly rewarding," said Elizabeth Ayala. CHRISTUS Santa Rosa is truly appreciative of all the long hours, hard work, and energy so generously given by so many volunteers over the

last 60 years.

Remaining 2010 District Meetings

DISTRICT 6—EASTLAND
FRIDAY, OCT. 8

DISTRICT 1—LUBBOCK
MONDAY, OCT. 11

DISTRICT 2—LAMESA
WEDNESDAY, OCT. 13

DISTRICT 8—KERRVILLE
FRIDAY, OCT. 15

DISTRICT 3—EDINBURG
TUESDAY, OCT. 19

DISTRICT 7—BRYAN
THURSDAY, OCT. 21

Junior Volunteer Program Baylor Medical Center at Carrollton

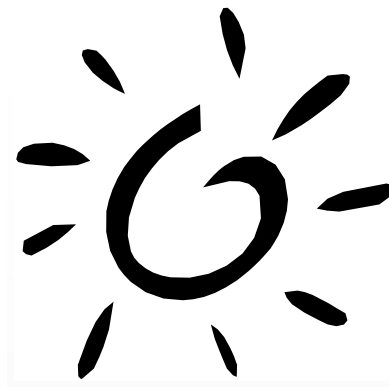
In a nutshell, the Junior Volunteers began their hospital adventures the week of June 14th. There are 102 volunteers staffed in 16 departments across the main Carrollton campus, including the Senior

Clinic. The volunteers received training in Baylor's Circle of Care including the mission, vision, values and the four pillars. Volunteers were required to learn the Baylor communication standards and agree to abide by the system-wide Service Etiquette expectations. They also received training in HIPAA, Safety Standards, Infection Control, and they even participated in a hospital tour - scavenger-hunt style. Sounds like a great way to incorporate learning into lots of fun. Notice the attached picture. Each department throughout the facility then provides department-specific hands on training throughout the summer. The adult volunteers assisted with orientation and continue to serve as mentors throughout the summer. Team Work was a goal at the ice-breaker. It looks as if they are having a good time while building team spirit.

The volunteers range in age from 14 to 25 and represent ten different high schools and colleges. Each individual volunteer is staffed and organized based on the age of the volunteer and the needs of the visitors.

Robin Wilde
Patient Concierge Services and Volunteer Services
Baylor Medical Center at Carrollton





Rays of Hope Children's Grief Centre Outreach of Hospice Midland, Inc.

THE POWER OF VOLUNTEERS....

Our children are grieving losses in their young lives and need support. Although grief is a natural process it is not an easy one. The establishment of "Rays of Hope, Children's Grief Centre" has created a wonderful setting where children can grieve and express their grief while being supported by their peers, guardians, and trained volunteers.

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"RAYS OF HOPE" is a wonderful gift for grieving children and their families. It all began with a family's generosity when they offered to donate a spacious building to serve the children in the community and the mission of hospice. Combined with strong financial support of charitable foundations and the community, Hospice Midland was able to create a setting that encourages children to do the very difficult work of grief in a very supportive atmosphere using their natural tools of expression.

Volunteers and staff have done an unbelievable job of finishing the rooms and creating great environments from stimulating rooms that encourage and inspire young and old alike, to warm, cozy rooms that invite quiet sharing and conversation. The art of expression is visible in the Grief Centre. For example, teen and adult volunteers have painted several well-loved used or unfinished chairs in the center. The painted chairs now reflect an array of personalities. Another example of expression is demonstrated in the décor of a teen room. Jeans, shoes, and hats have been painted and framed. It is hoped that children understand that a person does not have to be able to draw to express him or herself creatively. Items that represent special memorabilia from people who have touched the lives of others can be used to create a meaningful and creative expression of love and honor.



A PLACE WHERE CHILDREN PRACTICE THE ART OF EXPRESSION

"Rays of Hope" encourages children to "practice the art of expression". The focus is on the use of music, drama, art and play as the natural tools of expression for children. Rooms at the center include a music room, art room, drama and movement room, play room, and rooms that invite sharing and conversation. Children have a real need "TO DO" as a way of working through emotional issues such as grief. The center provides the environment and direction to children to express their thoughts, feelings and questions through the creative arts. Many times children find it difficult and sometimes

impossible to find words to express their innermost thoughts, feelings, and questions. Perhaps by taking on a role or character, their story becomes easier to convey; by choosing an instrument and playing it, their feelings become easier to express; or by working through an art medium, children may find ways to represent their thoughts. The use of the creative arts allow the children to have freedom and fun while doing the very difficult "work" of grieving. Volunteers give many hours sharing their love of the creative and expressive arts as well as their talents and skills. It is hoped that the participants will find an art that could become a lifelong coping tool.



At the center of Rays of Hope is the heart of volunteers. Volunteers contribute as many as 400 volunteer hours each month participating in the heart of the programs.

Much of the work of the Children's Grief Centre is made possible through volunteer efforts and a variety of community partnerships. In order to be able to provide services at no charge, Rays of Hope provides training for volunteers to help provide the day-to-day operations. Volunteer responsibilities vary from once a month special events to working closely with children on a short-term basis or a regular longer-term basis. Volunteers who have a love of children or a love of the arts have enabled the work of the "Rays of Hope" to become a reality.



"Rays of Hope" offers a safe environment where children and adolescents are surrounded and supported by their peers who are experiencing similar circumstances. Sometimes just knowing they are not the only ones dealing with painful changes in their families relieves a great burden. The goal of the Children's Grief Centre is not to "cure" the grieving child but instead to create an environment and conditions that allow children to mourn. The work of the Centre is more art than science, more heart than head. The

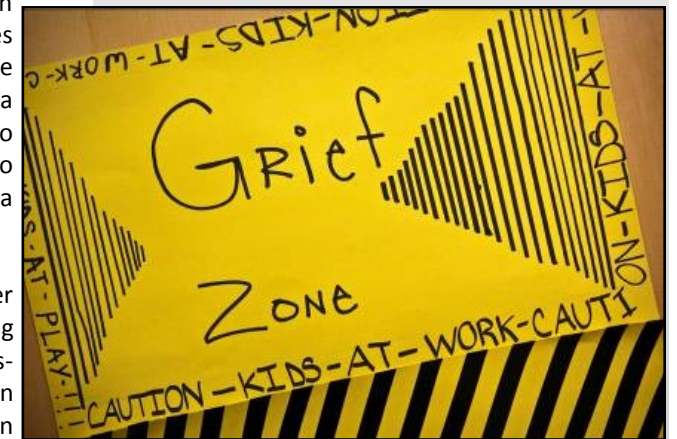


work might be as simple as listening to a child as she talks, sings or plays out her feelings of pain or sadness, thus removing a heavy weight from her small shoulders. The focus is on the process of creating and expressing rather than producing a product. The work also includes educating and supporting the parents and guardians so that grief can be dealt within the family in a healthier manner.

"I didn't cause it, I can't cure it, but... I CAN cope with it!"

These simple thoughts have a strong message for children whose lives have often been turned upside down. They provide the motto for the programs of the center. The goal of the Rays of Hope is to give children and adolescents coping tools they can carry with them and use as they face sometimes painful transitions in their lives.

What began from the heart of one community has expanded to reach beyond... Rays of Hope has been invited to serve Gold Star families from across our nation. It is a great honor to serve those who have served our nation. Rays of Hope was also invited to join a grief trauma team in Haiti following the earthquake. From Ft. Hood in Texas, to Washington DC and most recently to Haiti – the mission continues to grow...and it all started in a small community with a great mission, a strong organization and the heart of volunteers.



Any child or adolescent who has suffered a loss due to death or other painful transition that has caused a change in their day-to-day living situation is eligible to participate in the programs that are offered. HospiceMidland is our community's only not-for profit hospice organization and supports "Rays of Hope" as an outreach to the grieving children in the Permian Basin. There is no charge to the children or their families for the services from the grief center. The mission of "Rays of Hope" is to meet the unique need of grieving children and their families.



lies. It is hoped other communities and volunteers will find creative ways to meet the needs of these children.