

COMMITTEES

DATABASE CHAIRMAN
Bruce Gregg 325-949-5713

ADVISORY
Bob Zamen 512-345-2449

BYLAWS
Marge Rode 361-575-7501

COMMUNICATIONS
Verneta Baxter 432-682-2392

CONVENTION
AWARDS: Carolyn Denman 281-358-7792
VENDORS: Bruce Gregg 325-949-5713
SITE: Stan Simmons 903-463-1559

LIBRARIAN
Dorothy Hill 512-491-9613

FINANCE
Bob Zamen 512-345-2449

HISTORIAN
Marjorie Hays 361-991-2383

HOSPITALITY
Lena Ruth Harvey 214-350-0217

MARKETING
Jewel Busby 281-647-0351

JUNIOR VOLUNTEERS
Stephanie Thompson 281-530-1066

MEMBERSHIP
Melva Harris 281-376-8241

RESEARCH AND EDUCATION
Sue Bickham 361-241-1766

TRAVELING TOPICS
Jan Temple 214-475-5850
Pam Densford 512-930-4717

WEBSITE
Bruce Gregg 325-949-5713

GIFTS AND MEMORIALS
Shirley Volluz 817-860-6794

PINS AND BARS
Neil Mills 210-344-3342



CELEBRATE TAHV

Mark your calendars

June 5 - 7, 2009

San Antonio - 66th Annual TAHV Convention

All registration info will be available on line at www.tahv.org.

Watch for Special Gift Shop Seminar information.
Be ready for great networking at a B.Y.O.I. (Bring Your Own Ideas) session.
Hear excellent speakers.

SEE YOU IN SAN ANTONIO.....

TAHV OFFICERS

PRESIDENT

Janie Dampier
3114 Redwood Lodge Dr.
Kingwood, Texas 75020
Phone: 281-358-9347

PRESIDENT-ELECT

Pat Neatherlin
6522 Ashmore Lane
Tyler, Texas 75703
Phone: 903-534-8856

FIRST VICE-PRESIDENT

Melva Harris
5407 Cobble Lane
Spring, Texas 77379
Phone: 281-376-8241

SECOND VICE PRESIDENT

Mary Cannon
P.O. Box 247
520 Riverwood Drive
Belton, Texas 76513
Phone: 254-933-2115

SECRETARY

Sue Bickham
12430 Hem Road
Corpus Christi, Texas 78410
Phone: 361-241-1766

TREASURER

Dorothy Bohn
3502 Erwin
Victoria, Texas 77901
Phone: 361-575-3077

PARLIAMENTARIAN

Jan Temple
3309 Pecan Ridge
Rowlett, Texas 75088
Phone: 972-475-5850

COUNSELOR

Robert Zamen
8405 Silver Ridge Dr.
Austin, Texas 78759
Phone: 512-345-2449

67th Annual Convention

June 5-7, 2009
Marriott San Antonio Rivercenter
San Antonio, Texas

Co-Chairman:

Carol Silvus
Phone: 210-433-8764
Carol.silvus@sbcglobal.net

Lynelle Stigent

Phone: 210-614-2424
lstigent@sbcglobal.net

COMMUNITY OUT-REACH PROJECT DIABETIC FOOD CHARTS AND BRO-CHURES

In 1996 the Knapp Medical Center Auxilians (Weslaco, Texas) provided a \$10,000 grant to develop Diabetes and Renal Food Charts. The educational food charts in use at the time were no longer in print. Other available material was either out of date or not sensitive to the cultural background/literacy level of the patients served.

In collaboration with the hospital's Public Information and Nutrition Services Departments, two user-friendly, bilingual, four-color food charts were developed. This effective teaching tool adds an important dimension in helping dietitians teach our diabetic community how to take control of their health through a healthy diet.

Once the charts were developed, the KMC Auxiliary, under the direction of then President Bruce Lime, took on the responsibility of inventory, marketing and mailing the charts as a Community Outreach Project. Following an exceptional response by local and state dietitians, it was expanded to include the entire nation. Incredibly, the first year over 6,500 food charts were sold.

TIMELINE:

- ◆ **1996:** \$10,000 Grant to develop food charts
- ◆ **1997:** **Auxiliary Community Outreach Project**
- ◆ **Local:** Charts available to local facilities (hospitals, clinics, dialysis centers)
- ◆ **1998: Statewide:** Texas Hospital Association, so impressed with outreach project, provided the Auxiliary with mailing labels free of charge for all member Texas Hospitals. Brochure developed and mailed to 400 Texas hospitals.
- ◆ **1999: Nationwide:** Advertised in the *ADA Journal of the American Dietetic Association* and made available at the ADA Convention Product Market Place
- ◆ **2000:** Through July 2000: Over 16,000 charts sold in 14 states
- ◆ **2009:** To date, over 67,000 charts have been sold in 33 states.

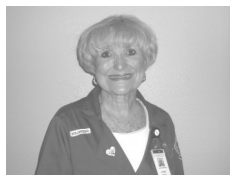
The Auxiliary was awarded the 1998 Texas

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The TAHV Beat "Embrace The Spirit"

And the beat goes on.....

The heartbeat of the Texas Association of Healthcare Volunteers continues to resound across our Lone Star State.

We are over 18,000 members strong. Last year we contributed over 3,300,000 hours to our healthcare facilities. We generously gave over \$1,400,000 in medically related scholarships. We contributed over \$7,000,000 in cash and equipment to enhance the delivery of healthcare in Texas. Aren't you proud of us? I AM.....

It has been a real honor to serve you as your president this past year. As I have traveled across the state and met so many of you, answered your emails, read of your accomplishments in your newsletters, and talked to you on the phone, I have been humbled by your true loyalty to your organization and your desire to serve others. Your devotion has not been stifled by the changing role of today's volunteers.

We are meeting "head on" the challenges we face - "aging out" of our volunteer force, finding new methods of recruitment, changing our bylaws to meet the needs of the new generation of volunteers, and initiating new ideas to boost gift shop sales in today's economy. Together, we are meeting these challenges.

If your group is struggling with these challenges, plan to attend the convention in San Antonio in June. We will have excellent speakers addressing the following issues: gift shop success, marketing/recruitment, customer service, parliamentary procedure, leadership, and computer tips. There will also be presentations on providing emotional support, on healing and laughter, on autism and our children, and on children's grief.

A unique networking opportunity is in store at our B.Y.O.I. session. You will be able to visit with volunteers from the same size healthcare facility as yours to share problems, ideas, and learn of opportunities for change.

Join us in San Antonio as TAHV celebrates.....Caring, Service, Dedication, The True Spirit of Volunteering. Go to www.tahv.org for registration information.

Thank you again for giving me this wonderful opportunity to serve. Your support and love cannot be measured. I am truly blessed.

So, together "Let us celebrate the past, sing in the present, and dance into the future."
We are the "heartbeat of healing."

In the spirit of volunteering,
Janie

COMMUNITY OUTREACH PROJECT DIABETIC FOOD CHARTS AND BROCHURES

Continued from Page 1

Association of Hospital Auxiliaries Past President's Award for Outstanding Community Service. The project was also included as a contributing component in the recent recognition of the Knapp Medical Center Diabetes Center as the recipient of the Texas Hospital Association's 2000 Excellence in Community Service Award. And, in 2000, the Knapp Diabetes Food Chart program was a recipient of the American Society, Directors of Volunteer Services Extraordinary Program Award.

It is gratifying to know that the Diabetes and Renal food charts play an important role at Knapp Medical Center and throughout the United States in helping diabetes patients successfully manage this potentially debilitating, fatal disease in order to lead productive, healthy lives. Samples of the Diabetes and Renal Food charts are available upon request. You may contact Lynn Carter, Director, Guest and Volunteer Services (956) 969-5239, lcarter@KnappMed.org

CELEBRATE TAHV IN SAN ANTONIO June 5 - 7, 2009

Don't miss the 66th Annual Texas Association of Healthcare Volunteers Convention. **"Embrace the Spirit".**

Friday - June 5

- ◆ Anne Obarski - "Boomerang Customers - Tips That Keep Them Coming Back"
- ◆ "Serving Others Is What Life Is All About," Keynote, Jeff Garrett
- ◆ First Time Attendees Get Together

Friday Evening - June 5

- ◆ President's Dinner and Fiesta—Tex-Mex Served Dinner, Folk Dancers, Mariachis, Line Dance Instruction and Dancing

Saturday- June 6

- ◆ Ten Educational and Motivational Concurrent Sessions
- ◆ Vendor Fair
- ◆ "Almost Perfect," Keynote, Lisa Earle McLeod
- ◆ Awards Presentations

Saturday Evening - June 6

- ◆ B.Y.O.I. (Bring Your Own Ideas) - Networking Session with our Peers

Sunday - June 7

- ◆ Interfaith Worship Service - Joining Together Spiritually
- ◆ Installation of New TAHV Officers for 2009-2010
- ◆ "Are We Having Fun Yet?" Keynote, Tony Brigman

RESERVATIONS DEADLINE FOR HOTEL AND CONFERENCE REGISTRATION IS APRIL 24, 2009.

John Peter Smith Auxiliary Pledges One Million Dollars to Build New Addition to Hospital in Fort Worth, Texas



In the Spring of 2005, Partners Together for Health - the fund raising arm of the Tarrant County Hospital District, approached the John Peter Smith Auxiliary Board to be the first contributor to the new Pavilion that was to be built across the street from the JPS Hospital. It would house the Emergency room, Surgery, Intensive Care, and Telemetry. A \$15 million dollar campaign was just starting. The Board brought the proposal to the Auxiliary membership, and they voted overwhelmingly to pledge \$1 million dollars to the campaign to be paid over the next five years. To date, \$750,000 of this has been paid.

Every year, we go before the Board of Managers with a presentation of our most recent contribution. We had hoped to make the final contribution in less than five years, but the economy will probably not allow us to do that. We are confident, though, that we will have our pledge paid in full within the five years that we agreed to. We have raised the money through sales in our gift shop and by successful Vendor Sales. We are most fortunate that we are allowed to do payroll deduction for both of these.



Partners Together for Health used the news of our contribution in their advertising for other contributors.

The Pavilion, as it is called, opened this past summer. It has five floors, with a bridge crossing a street to connect the two facilities. All of the rooms are private, with the most up to date equipment. The Surgery rooms are state of the art. The Emergency Room area takes up almost all of the first floor, Surgery the second floor, Intensive Care the third floor, and the fourth and fifth floors are the Telemetry Area.

The Intensive Care Floor will have a plaque to honor this donation. We are so proud to have been a part in the creation of this wonderful new addition.

Create Your Own Home-made Spa Treatments



You don't have to check into the closest health spa. In fact, you don't have to go any further than your very own kitchen. You can save money right at home with your own homemade spa treatments.

Follow this easy step-by-step plan to create your own homemade spa:

- Make sure your face is as clean as you possibly can make it.
- If you have to use a defoliate soap or cream to remove all the dead skin particles, dirt and oil from your face.
- Add 2 measured tablespoons of milk, (not skim or 2%) and 1 complete egg.
- Mix them together until they are well blended and frothy.
- Next find a comfortable place to lie down and apply it softly to your face.
- Relax for about 5 minutes then return to the bathroom and wash your face with lukewarm water.

NOTE: You may feel your skin is too dry after this facial treatment. If you do, it's okay to use an all natural skin moisturizer, but make sure it has no perfume in it.

\$AVINGS: This treatment cost only a few pennies and roughly 5 to 10 minutes of your time. As an added benefit, you can avoid harsh chemicals in store bought products and benefit from natural ingredients which is great for skin.

Create Your Own Homemade Spa Treatments provided by NewsletterClips.com



Talk About the Tough Issues Now

National Healthcare Decisions Day is April 16. With a focus on education, this annual day helps increase the number of people who understand the importance of end-of-life planning, talking with their loved ones and completing advance directives.

But it shouldn't require a special day to prompt a discussion of this important topic with your family. As a physician, I have seen firsthand what happens when family members are unsure of their loved one's wishes. If only the patient had put his/her desires in writing, the family wouldn't have to bear that burden.

All Texas hospitals are required to provide adult patients with information about advance directives. Ideally though, it's best to put your wishes in writing before a hospital stay, when you can consider these issues in a relaxed setting.

I encourage you to visit the "General Public" section of the Texas Hospital Association's Web site at www.tha.org, where you'll find information about the four types of advance directives recognized in Texas, helpful questions and answers, and all of the various forms in both English and Spanish. Discuss your options with your family and then put your wishes in writing, if you haven't already done so. You also can find additional information about end-of-life planning at www.nationalhealthcaredecisionsday.org.

As hospital volunteers, your peers no doubt look to you for advice about hospital-related issues. Use these opportunities to help educate others about the importance of end-of-life planning. Documenting your wishes now means your family will not have to make heart-wrenching decisions later.

Thank you for the good work you do on behalf of patients and our hospitals.

Dan Stultz, M.D., FACP, FACHE
President/CEO
Texas Hospital Association

Joke for the day....

Q: *What did one math book say to another?*

A: *I don't know about you, but I sure have a lot of problems.*

Texas Association of Healthcare Volunteers 2009 – 2010 Slate of Officers

President, Pat Neatherlin
District 10
Trinity Mother Frances Hospital and Clinics—Tyler

President-Elect, Melva Harris
District 9
St. Lukes Episcopal Hospital Health System—Houston

First Vice President, Sherry Simmons
District 5
Texoma Medical Center—Denison

Second Vice President, Carolyn Denman
District 9
Memorial Hermann Northeast—Humble

Treasurer, Marjorie Hays
District 3
Christus Spohn Hospital South—Corpus Christi

Secretary, Betty Unlaub
District 1
Moore County Hospital District—Dumas

6 Tips for Eating Out Without Overindulging

- 1. Choose No Calorie Drinks** – Try sipping iced tea sweetened with a noncaloric sweetener, or water with lemon.
- 2. Eat A Salad** – It will fill you up so you'll consume fewer calories overall. Avoid extra calories by asking your waitress to hold the croutons and cheese. Also, choose your dressing wisely. Avoid cream based dressings and choose the vinegar based ones. You also have the option of using vinegar and olive oil which is heart healthy.
- 3. Don't Order Appetizers** – Many appetizers have more calories and fat than the main course.
- 4. Choose Healthy Foods Cooked in a Lowfat Manner** - Go for broiled and grilled rather than fried. Consider asking for a double order of vegetables with your entree. Also, stick to tomato based sauces rather than cream based and you'll enjoy a considerable calorie savings. Lastly, ask for the sauce to be served in a separate dish on the side so you can control the amount you eat.
- 5. Don't Overeat, Ask for a Doggie Bag Early** - Many restaurants are serving quantities that are larger than a single serving. Put aside a portion of your entree at the beginning of the meal to take home with you. You'll be less tempted to overeat!
- 6. Tell Yourself "No" To Sugary, Fatty Desserts** - Enjoy a low fat or low carbohydrate dessert selection such as a low carb cheesecake. Fruit is always a really great option; make it special by placing a very small dollop of whipped cream (low fat if available) or indulge in a small bowl of low fat yogurt ice cream. If a healthy dessert option isn't available, try a cup of coffee with skim milk to help satiate your desire for something sweet. Free Newsletter Content by NewsletterClips.com



Reminder!!!! District Council Meetings

If your district is to elect District Representatives to the TAHV Board this year, don't forget to attend your Council Meeting. Check the list below to participate in electing a new Board Member from your District. They will represent you and your volunteers – you will want to attend. (If your district is not electing a representative this year, there will not be a meeting for your District.)

Friday, June 3, 2009

District 3 Council meeting
Conference Room 16 3:15 p.m. - 3:35 p.m.

District 5 Council meeting
Conference Room 16 3:45 p.m. - 4:00 p.m.

District 7 Council meeting
Conference Room 17 3:15 p.m. - 3:35 p.m.

District 8 Council meeting
Conference Room 17 3:45 p.m. - 4:00 p.m.

District 10 Council meeting
Conference Room 18 3:15 p.m. - 3:35 p.m.

If you have questions, please call one of the officers or the TAHV Hot Line (432)-682-2392.

Memorial Health System of East Texas Hospital, Lufkin

The period since April 24, 2008 until now has forged an even stronger bond between the Memorial Health System of East Texas (MHSET) Hospital, Lufkin, Texas and its Texas Association of Healthcare Volunteer (TAHV) auxiliary. A group of 72 dedicated healthcare volunteers at MHSET have worked diligently over the past year to raise funds and purchase equipment for the hospital.

They have sponsored uniform sales, book sales, \$5.00 jewelry sales, and regular price jewelry sales, in addition to expending over 32 hours per week operating the hospital Gift Shop, Monday thru Thursday. These dedicated individuals work whenever and wherever needed including but not limited to the Gift Shop, the ICU Waiting Room, the Information Desk and telephones, the newly opened East Texas Orthopedic Clinic in the hospital, the Emergency Room, and the Admissions Section. Their dedication, ingenuity, and perseverance have allowed them to purchase the following equipment for since April 24, 2008:

Equipment Purchased by Memorial Health System of East Texas, Lufkin:

2 Warmer/Resuscitators for Labor and Delivery \$22,966

20 Halco Bed Exit Alarms	\$ 5,993
2 Bladder Scanners	\$23,246
1 EKG Machine	\$12,338
4 Extra Large Dialysis Chairs	\$ 6,460
8 Standard Dialysis Chairs	\$ 9,460
1 Wireless Portable Microphone System	\$ 518
60 Cough Buddy Bears for Heart Surgery	\$ 900
15 Sleeper Chairs	\$15,225
1 Portable Ventilator	\$ 8,900
1 Transport Heart Monitor	\$ 7,000
16 Classroom Chairs w/Arms	\$ 2,400
1 Blanket Warmer for Labor and Delivery	\$ 6,125
1 Six (6) Passenger Golf Cart	\$ 8,000
TOTAL	\$129,531



The President of the auxiliary, Mr. Don Newland, and the Director of Volunteers, Ms. Sharon Kelley are so proud of the members of this auxiliary that they cannot stop extolling their intrinsic worth. Our volunteers, as are all volunteers, are an integral part of MHSET. Their continued efforts in their work areas and in fund raising are second to none. We are so pleased to be associated with this auxiliary and the TAHV because of all the good both organizations continue to do for their individual hospitals and local communities as witnessed by all the purchases listed above. Revenue from popcorn sales made possible the awarding of 12 scholarships of \$1,000 each for people entering into or continuing the education in the health care field. Nine volunteers operate and are responsible for the popcorn sales five days per week. Lots of popcorn (at 75 cents) had to be popped, bagged, and sold for that kind of money to be raised.

The President and CEO of MHSET, Mr. Bryant Krenek, continues to praise the MHSET auxiliary and their contributions to the daily life of the hospital and community. In a recent speech he gave to the District 4 President's Council meeting, Mr. Krenek said that "our hospital could not operate at its peak efficiency without our volunteers". To us, that says it all!! Volunteers, keep up the great work you are doing. Good people, doing good things for good people and the local community!!

What Is Happening In District One? POD = Point of Dispensing

Wow, why would we even care??

Unfortunately, in this modern world of people moving about between cities, states and even countries, there is a great opportunity for some disease to affect thousands, even millions of people. These diseases include smallpox, diphtheria, and influenza, a strain of which killed as many as 675,000 Americans and over 30 million world-wide in 1919.



We are fortunate that we have both the national and state authorities working to prepare a response should such a disease reappear. Within Texas, the State Department of Health Services is our lead agency and seeks local groups to assist them with their response mission.

Should an outbreak occur, the federal Department of Health and Human Services has stockpiles of the necessary medications positioned around the country and can quickly ship it to local airports. Then the state Department of Health Services has to take charge and get it administered to the affected population.

“Gee, no sweat, our local doctors and hospital will take care of us!!” Wishful thinking – the doctors and the hospitals will be busy trying to save those already sick, without any time left over for simple preventive medicine!

Here comes the POD!! A group of trained volunteers, including both medical and “ordinary” folks, can open a facility such as a school or community center and, working round the clock, quickly administer the needed medications to the entire population of the town or county.

The Moore County Hospital Auxiliary is an active player in the POD plan. In August 2006, 12 members participated in the very first POD exercise in Dumas. Recently, a refresher exercise involved many of the same members and a few new ones. Should we have a disease outbreak, our hospital would likely be quarantined and our normal gift shop, waiting room, and other activities would be suspended. Why not help get the entire county the shots or pills that they need?

There is nothing magic about this – there is little physical work and some of our more mature members man the phone bank, calling our local population to get them “lined
TAHV APRIL 2009 NEWSLETTER-PAGE 4

up” to wait their turn. So all of our members can participate.

What are the benefits? First, you can be sure that your community can be spared the agony of a serious disease outbreak. Second, all POD volunteers get their treatment first!! Why not be first in line??

To get your Auxiliary involved, contact your local health authority or the Texas State Department of Health Services (www.dshs.state.tx.us/) and ask about the POD program. Start now – tomorrow may be too late!

A note from the TAHV Parliamentarian

By: Jan Temple

Subject: “Dispensing” with Reading of Minutes

Often a motion is made to “dispense with the reading of the minutes”. This phrase is sometimes confusing because to some organizations it means to postpone to a later time during that meeting in which case it would be better to say, “The reading of the minutes will be postponed until (the specified time)”. Sometimes the phrase is meant to omit the reading of the minutes even though no printed draft has been submitted to the assembly to certify them as correct, without anyone but the secretary knowing what they contain. This procedure is out of order.

Remember that until the minutes have been approved they are not official; they are merely the secretary’s understanding of what was done in a meeting and it does not constitute a legal record of what happened. Also, to omit both the reading of the minutes or distribution of copies of the minutes to the assembly, it is unfair to members who missed the previous meeting because it deprives them of a summary of actions taken.

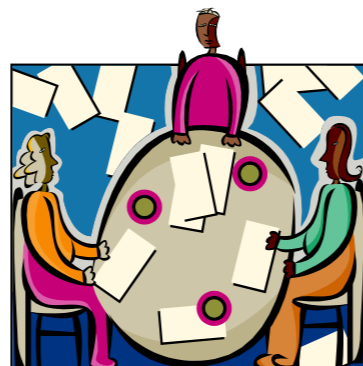
When an organization habitually “dispenses with the reading of the minutes”, it is often because the minutes are too detailed and boring. It is usually best to limit minutes to what is *done*, rather than all that was said and to omit irrelevant matters.

NEWSLETTER REQUEST

Please put me on your local newsletter mailing list and send your interesting news articles to:



verneta@sbcglobal.net
Verneta Baxter
1608 Seaboard
Midland, Texas 79705
Phone: 432-682-2392



District 5, Auxiliary to Baylor Medical Center at Garland

By: Jan Temple, Auxiliary President

In an ongoing effort by the hospital to increase patient satisfaction it was decided that all employees should wear a particular color clothing to designate who they are and what they do.

For example – all nurses will wear royal blue scrubs, all Radiology will wear pewter gray, etc. The date for the changeover to the new color coded uniforms is April 1. The staff asked if the Auxiliary would consider purchasing a uniform for each employee to help in getting the changeover complete. The Auxiliary Board discussed it and made the decision to help with this, not only because of the economic crunch that many find themselves in but also as a show of our support for the wonderful nursing and other staff who provide consistent quality care to our patients and their families. The Auxiliary voted to purchase not one but two sets of scrubs for the 727 Baylor Medical Center staff. The cost of the uniforms was over \$32,000 which we were pleased to be able to fund for such deserving folks.



Achieving Self-Discipline

Posted by Newsletter Clips—September 20, 2009

Managing your actions is commonly known as exercising self-discipline.

Self-discipline is absolutely not about restricting your lifestyle, or punishing yourself. It’s about being able to work with your thoughts, behavior and actions in order to reach the goals that you wish to reach.

Not having self-discipline is one of the main reasons why we fail at what we want to do, both professionally and personally. Excuse-making often creates lack of self-discipline, so drop all your excuses and start keeping habits that in themselves will create the self-discipline you need. Make routines that you know you are capable of sticking to, and keep them.

How do you attain self-discipline? A few options could be regular exercise, better, healthier eating, even learning to spend less money. It could be something like deciding to learn something new every single day or just getting up an hour earlier than you normally would.

Having self-discipline will help you to complete the most boring and mundane of the tasks you are focusing on. Should you find yourself sitting and thinking thoughts like “Oh, I’ll just do this instead” or “I can do that some other time” when you are working on your goals then STOP, take a deep breath and remember your self-discipline.

We are Growing! New TAHV Member 2008-2009



Harris Methodist Northwest (District 5) June 12, 2008
108 Denver Trail--Azle, TX

Richards Memorial Hospital (District ?) Sept. 4, 2008
1700 Brazo (Returning Member)--Rockdale, TX 76567

Mission Regional Medical Center (District 3) Sept. 12, 2008
900 S. Bryan Rd.--Mission, TX

Hospice of Midland (District 2) Dec. 29, 2008
911 W. Texas--Midland, TX 79701

Paris Regional Medical Center (District 10) January 2, 2009
820 Clarksville--Paris, TX 75460

Twin Creeks Hospital (District 5) February 2, 2008
1001 Raintree Circle--Allen, TX 75013

Woodlands Heights Hospital (District 4) February 2, 2009
505 S. John Reddit Dr. (Membership pending)--Lufkin, TX 75904

AT CONVENTION

LOOK FOR THE TRAVELING TOPICS BOOK STORE



Educational books pertinent to volunteering.
Books authored by the convention presenters.