



OUTLOOK

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Texas Association of
Healthcare Volunteers, Inc.
www.tahv.org

PRE-CONVENTION 2019

Learn, Network, Get Inspired

The **76th Annual TAHV Convention** will be in Frisco, Texas, a booming community just north of Dallas. We will stay at the **Embassy Suites Hotel** and attend convention in the connected **Frisco Convention Center**. Join your fellow Texas volunteers for three days of education, networking, and fun. Learn about current trends in health care. Share your fundraising and recruitment ideas with others and bring home new ideas for your volunteer program. **Enter your newsletter, poster, tray favors, and scrapbook for recognition in our Awards Program. Wear your uniform for the Awards Luncheon!** Bring your spouse, family or friends to visit Frisco and make it a vacation. The hotel is close to shopping and sports, and there's a lot to do in Frisco. Check out www.visitfrisco.com for events and attractions.

This year's convention is going to be different. In feedback from our previous conventions, we heard that attendees want more networking, more education, and lower total cost to attend. We have restructured the days of convention to achieve all of these!

What can you expect?

- **More networking** in Bring Your Own Ideas sessions, targeted to your hot topics.
- **Three days packed with education** and events starting on Thursday, May 23, with outstanding speakers for Opening Session and breakouts.
- **Budget-friendly hotel & meals** – lower suite rates, free breakfasts, free evening receptions with both alcoholic and non-alcoholic beverages.
- Favorite events: Silent Auction, Door Prizes, Raffles, President's Party, Uniform Luncheon, Awards, Vendor Fair. Installation of new TAHV officers will take place at the Uniform Luncheon and we will not have a separate installation breakfast as we had in the past.
- Arrive on Wednesday May 22 or Thursday May 23 and stay through Saturday. You won't miss a thing!



TAHV CONVENTION 2019
May 23-25, 2019
Embassy Suites, Frisco, TX
Suites for everyone
\$149/night for 1-2 people
Free cooked-to-order-breakfast
Free evening reception
3 days/2 nights
Convention events begin on
the afternoon of May 23rd
With Vendor Fair,
A Recruitment BYOI and
A Gift Shop Seminar...
DON'T MISS THE FIRST DAY!!!

DON'T MISS ANY OF IT!!!



The President's Message

Greetings!

This is my last letter as president, and it seems like this year has passed in a blink. I have met wonderful volunteers across the state and personally seen the difference

you make in the patient experience and in the communities you serve. As individuals, we know we make a difference when we get a smile or a thank you. As an organization, we collect information from our members in the fall and pull it all together to show our overall impact. First – we had the greatest attendance at District Meetings since 2014. This is encouraging because despite hospital closings and no meeting in District 7, our members know that the networking offered by TAHV is valuable. When we get together, we learn from each other and take it home. Second - the quantitative difference we make to healthcare in the state is highlighted in the chart you'll find in this *Outlook*. Only half our member groups reported in 2018 (we need to improve that!) and the story is a great one. The hours worked have a direct impact on patient care and your hospital's budget. The funds raised and allocated for scholarships, programs, and equipment mean a lot to each recipient.

When I reflect on my message for the year, "*Planting the Seed of Volunteerism*", I know that all of you have the same desire to plant that seed and make it grow. It means talking to people about volunteering, getting them interested, and offering a place for them to contribute their skills and energy. I focused this year on communications, enabling more access to TAHV through our website, Facebook, and email. We need a public presence on social media to reach the next generation of healthcare volunteers, and I encourage you all to find a way to share your story. You have a great story to tell.

I look forward to seeing you at Convention!

Thank you for all you do,

Stephen

Convention Registration, it's all in the details

REGISTRATION

You will find registration online at the TAHV website www.tahv.org. The registration fee for TAHV members is \$55.00 per person. Non-members may register to attend convention at \$75.00 each. TADVS attendees do not pay a registration fee. Guests who come with you are welcome to attend the Friday evening President's Party for the stated fee.

When you register, you may pay online by credit card or electronic check, or submit your registration online and then mail your check to our convention treasurer:

TAHV c/o Angela Reding
5921 Legend Lane
The Colony, TX 75056

Make your check payable to: TAHV Convention 2019 and note the names of attendees included in the payment.

HOTEL RESERVATIONS

Go to www.tahv.org to make your hotel reservations on the Embassy Suites link created for TAHV. The room rate is \$149.00 plus taxes per night. You may also call toll-free for hotel reservations at 1-800-921-1443. If you make your reservations by phone, be sure to ask for group code THV to get the Texas Association of Healthcare Volunteers Convention rate.

Parking at the hotel is convenient and reasonably priced. Self-parking in the garage is \$10.00 per day for our attendees. Valet parking is \$16.00 per day. There is very limited free parking in the outside lot.

Send articles/pictures for the Outlook!!!
Let's learn from and celebrate
one another!

Send to: Judi Winslow at
[mkjudiwinslow@hotmail.com](mailto:mkjjudiwinslow@hotmail.com)

Do you have questions that come up in your meetings or updating or writing your bylaws???

Ask the Parliamentarian
Call Stan Simmons

With your Bylaws Questions
903-624-9918

Planning for Concurrent Sessions Experience

By **Karen Apple**, District 5 TAHV Board Member; Volunteer, Texas Scottish Rite Hospital for Children

Help! There are too many breakout sessions for me to attend!

It's true – the concurrent sessions are just that: different sessions that are held at the same time. During the two-hour period on Saturday morning, there will be eight topics offered, each one repeated in the second hour. You will choose two to attend. Before you come, review the list of topics and divide up the sessions among all your attendees. That way, your volunteer group gets full coverage and you can share the information with each other. Have a backup plan – if the first session of your chosen topic fills up before you get there, go to your other session first and then switch in the second hour.

Concurrent Sessions

Meg Boyd, Director of Volunteer Services, Texas Scottish Rite Hospital for Children.

Topic: *Using Social Media in Your Volunteer Program*

Debra Caudy, MD, UT Southwestern Medical School, retired.

Topic: *Designing a Living Community for Autistic Adults*

Karen Derrick, Chief Development Officer for Community Hospice of Texas and Providence Hospice.

Topic: *Addressing Caregiver Strife*

Dr. Christiana Hall, MD, MS, FNCS, Interim Chief of Services Parkland Neurology, Associate Professor UT Southwestern Medical School. Topic: *Brain Health*

Dr. Celeste Johnson, Vice President of Nursing for Behavioral Health, Parkland Health & Hospital System.

Topic: *Implementing Changes in Mental Health Needs of the Underserved*

Dave Lieber, national-award-winning "Watchdog" investigator at The Dallas Morning News.

Watchdog Nation: Bite Back When Businesses and Scammers Do You Wrong

Stacy Merlin, MS, MA, NAJC, BCC, Trauma/Surgical Division Coordinator Chaplain III and

Sandra Cabrera, Chaplain II Pastoral Care, for Parkland Health & Hospital System

Topic: *Inclusion and Diversity: Providing Pastoral Care in a Multi-Cultural, Multi-Lingual Diverse Population*

Courtney Williams, Parkland Health & Hospital System Auxiliary Liaison & Gift Shop Manager.

Topic: *Creative Ways to Increase and Maintain Morale*

President's Party – Friday, May 24, 2019

Honoring TAHV President Stephen Apple

Generously sponsored by Texas Scottish Rite Hospital for Children



Featuring the Matt Tolentino Band

www.matttolentino.com

Dinner and Dancing
\$45 per person

Friday, May 24
6:00-10:00 PM

In the Ballroom
Cash Bar

Guests are welcome*
Bring your dance partner

1940s dress encouraged
but not required

Photo Opportunities!

Celebrate the
Greatest Generation

See Norman Rockwell's
"Four Freedoms"
from a private collection

Guest Speaker Johnny Haney
from the Rockwell Museum



Corpus Christi's Pet Project

By Kathi Garcia, CHRISTUS Spohn Hospital Corpus Christi, South

On February 15th, a group of volunteers met at Corpus Christi Animal Services to make a delivery of items donated by the oh, so generous volunteers. As you can see from the Facebook post, Mike Gillis (pictured) was super grateful for the generosity!

“Corpus Christi Animal Care Service is so thankful for **CHRISTUS Spohn South Volunteers**. This pet project, headed up by Peggy Welsh, donates a ton of goodies each month for the pets here at CCACS which the pets truly love. Yesterday they donated a whole cartful of items which Jude, our female 1.5 year old terrier mix was happy to accept! Thank you again CHRISTUS Spohn South Volunteer group!” — (Mike Gillis, Director)



Pictured, left to right, Lynne Fleming, Volunteer Group Board Treasurer; Peggy Welsh, Volunteer Group Board Member; Mike Gillis, Director, Animal Care Services; Jude; and Sarah Brown, Animal Care Services

How We Make a Difference

TAHV Volunteer Impact in the State of Texas

99 members reported for 2018

Though it wouldn't be completely accurate to just double the figures below, just imagine IF every member volunteer group in Texas sent in their yearly report. *Potentially* we could report **OVER 4 MILLION volunteer hours!!! OVER 2.5 MILLION to help with scholarships!!! OVER 7 MILLION in Cash donated to Healthcare Facilities!!!** Can you see? **WE DO MAKE A BIG DIFFERENCE** to our facilities and our communities!!!

| | | | |
|---|---|---|--|
| <p>11,937 adult volunteers Worked 2,095,960 hours</p> | <p>4,304 junior volunteers Worked 301,872 hours</p> | <p>849 scholarships Totalling \$1,388,676</p> | <p>Community Outreach \$307,857</p> |
| <p>Cash Donated to Healthcare Facility \$3,870,062</p> | | <p>Non-cash items donated to Healthcare Facility \$1,641,568</p> | |

Celebrating the Golden Legacy of Service

By **Stephanie Ann Jones**, Director of Constituent Relations & Special Projects, UTMB

In 1969, the **Angleton Danbury Hospital District** approved a medical center for their community, and in April that same year, a group of passionate volunteers, the **Auxiliary of Angleton Danbury**, came together to support the endeavors of the new hospital.



Now, 50 years later, this thriving health care community, now known as the University of Texas Medical Branch (UTMB) Health Angleton Danbury Campus, will celebrate a significant milestone in its years of providing excellence in healthcare to the Angleton Danbury community, as well as the legacy of service and volunteerism that has helped make this visionary healthcare community successful.

To mark this golden anniversary, a 50th Anniversary Gala Luncheon will be held April 25 at the Springs Event Venue in Angleton to honor both the Auxiliary of

Angleton Danbury and the Angleton Danbury Hospital District for their “Golden Legacy of Service.”

Leading the way for this luncheon will be Honorary Chair **Donna K. Sollenberger**, Executive Vice President and CEO of the UTMB Health System; Chair **Gayle Parsons**, both a charter member of the Auxiliary and a member of the Angleton Danbury Hospital District Board; and Co-Chair **Melba Beken**, who serves as the Chair of the Angleton Danbury Hospital District.

The proceeds raised from this 50th Anniversary Gala Luncheon will establish the UTMB Health Angleton Danbury Campus Enrichment Fund, providing patient care enhancements, state-of-the-art medical equipment, educational series and a variety of community outreach initiatives and programs for the Angleton Danbury communities and surrounding region.



(L to R): *Shannon Robbins, Director of Development UTMB; Beth Reimschissel, Administrator, UTMB Angleton Danbury Campus; Stephanie Ann Jones, Director of Constituent Relations UTMB; Roseanne Scoggins, Auxiliary President; and Carol Sebesta, Auxiliary Treasurer.*

To launch the fundraising efforts for the 50th Anniversary celebration in an impactful way, the Auxiliary of Angleton Danbury presented a \$50,000 check to UTMB Health representatives during the Auxiliary’s Annual Meeting this past February. The Auxiliary hopes to inspire participation in and support of this important gala event to help spur continued growth and medical advancements for the community.

YOUR DATABASE UPDATES ARE IMPORTANT!

Please use the “Member Update” form from the TAHV website (www.tahv.org) throughout the year to keep your information current.

IF CANNOT DOWNLOAD OR PRINT IT, PLEASE CONTACT: Dana McGinnis, Database Chairman

PO Box 2795, Crystal Beach, TX 77650 — Phone: 972-971-9790

Email: danamcginnistahv4@yahoo.com

(A form will be sent to you!!)

Craftiness Could Get You to Convention

By Pamela Andrews, Auxiliary President, Medical Center Health System, Odessa

Our main fundraiser was to make Valentine wreaths. We met at the home of one of the volunteers on two different Saturdays and we fellowshiped and had a wonderful time learning how to make these wreaths. With the money raised, we planned to have a drawing to send up to 10 volunteers to State Convention. One of the requirements to enter the drawing was to agree to participate in the fundraising activities. The ladies have all accomplished the art of making a wreath. Some have made their own patriotic wreaths, college logo wreaths, garden wreaths, sunflower wreaths, even a Purple Heart wreath for one of the ladies' husbands. ALAS... We raised enough funds to send all 7 board members as well as 3 additional volunteers -- ALL EXPENSES PAID including the rental of a 12 person van to transport them from Odessa to Frisco and back. What an amazing job they have done!



Getting together for this fundraiser has brought great camaraderie amongst the ladies and opened the doors to even more wonderful times together meeting for lunches, concerts, socials, and going to other events together. Many of us have come together as a family. It's been a wonderful experience. We had so much fun and such a great response that we are going to continue making the wreaths for Spring and Summer.

Now, we have also created a TAHV wreath using special ordered "TAHV ribbon" for the Silent Auction, and will make additional ones if requested for purchase. It is gorgeous! I'll attach a sneak peek at the ribbon. If anyone would like to preorder a TAHV wreath for their volunteer program, we will be happy to make it and ship it to them.

(The ribbon was the most expensive part, but we felt it was important) We have enough ribbon to make approximately 5 TAHV wreaths to the first 5 paid preorders. Of course, we can always order more. The cost is \$100.00 per wreath which includes shipping. **IF YOU WANT A WREATH DELIVERED TO YOU AT CONVENTION, CONTACT PAM RIGHT AWAY AT pandrews@echd.org**



This has been a great fundraiser and I would encourage other hospital auxiliaries to do something crafty and sell within their hospitals. The support of the hospital staff has been wonderful as they share their appreciation to us each day. Some have even just made a donation to our cause.







Community Outreach at Texoma Medical Center

By **Mary Pfeffer**, Texoma Medical Center Volunteer, District 5 TAHV Board Member

"The mission of the **Grayson County Children's Advocacy Center** is to provide a multi-disciplinary collaboration of services for the purpose of prevention, intervention, investigation, prosecution and treatment of child abuse. This collaboration is an effort to reduce the potential for additional trauma as a result of investigation and prosecution by promoting recovery of the child victim and non-offending family members and facilitating the prosecution of those individuals who perpetuate crimes against children in Grayson County, TX."

One of the most unusual requests the TMCV Board has received over the past few years was from Grayson County Children's Advocacy Center and their newest "staff member", Nemo. Nemo is a therapy dog specially trained to provide comfort and courage to the children served by the Center. These dogs give kids the courage to talk about the atrocities and trauma they've lived through. They change lives and provide better outcomes in life for these children.

Although donated by a non-profit Texas organization fully trained, there was a cost involved in bringing Nemo to Texas, getting him settled into his new home with a staff member of CAC and maintenance costs to keep Nemo healthy. The initial request for was \$2285.00 and was granted in June of 2017. In February 2019, another request came from CAC for \$2500.00 for advanced training & certification to allow Nemo to be utilized in more trauma therapy sessions and to continue his direct animal care. This request was also granted.

On March 6th, during the Volunteer General Meeting, our CEO/Ron Seal spoke to the volunteers. One of the subjects Mr. Seal covered was allowing service/therapy dogs to visit patients in TMC. This has not been allowed in the past, but now with this new approval, we might just see Nemo in our own hospital. We will certainly see the results of the amazing job these therapy animals provide, not only to children in trauma situations, but to patients of all ages.



Volunteers Get on the Air!

By **Pamela Andrews**, Auxiliary President, Medical Center Health System, Odessa

MCHS Volunteers were honored to speak with news channel 7 (**KOSA**) for Volunteer Week (April 8-12th) about the need for volunteers and the benefits of volunteering. Within 3 days, we added 3 new volunteers to our

wonderful MCHS volunteer family and looking forward to many more. Call your local station today and see if they will do a story on your volunteer program.



Pamela Andrews and Trisha Sibley with Reporter Alexa of KOSA



Scholarships at work

Dear TAAHV,

I want to express my gratitude for your support of my medical education for the past years. Your generous contribution of a scholarship each semester has aided me greatly while I have been paying for medical school at Texas A&M. As one could imagine, medical school can be stressful in many different aspects. Your support has lessened the financial burden for me, and for that I am truly thankful. I have put many hours of hard work into my education and strived to do my best in order to serve my future patients well. I am applying to residencies in dermatology and am very excited about pursuing a career in this field after I graduate with my Medical Doctorate in May. Again, thank all of you for your kind and generous donations and helping me reach my goal of becoming a physician!

Best,

Nicole Niehues

A Message from our Friends at TADVS

From Herb Looney, TADVS President 2019-2020



We just celebrated National Volunteer Week with our volunteers during our annual Spring Luncheon. What a blast! The volunteers enjoy spending time with the hospital directors and vice presidents and exchanging heartfelt appreciation - not only from the leadership, but from the volunteers themselves, grateful for the opportunity to come and serve.

The **Texas Association of Directors of Volunteer Service (TADVS)** want to express appreciation to all the organizations in Texas who recognize the value of volunteerism and let us continue to recruit, train, and place the people who truly love to get in the thick of things to make the hospital experience as pleasant as possible. We have chosen the theme **“Making every day a Masterpiece”** as a way of saying that all our work should always be guided by a desire to bring out the best in ourselves and others.

We look forward to being with everyone at your annual Convention in Frisco in May. We too will be celebrating because it is our **60th birthday!** The TADVS started 60 years ago as an organization that supports professional development of the leaders of healthcare volunteers. We'll have a table near the registration area to share what we do with any DVS who is not a member of our organization. Look for the balloons and mints and be sure to stop and say hello.

Wishing you success with your upcoming convention! We'll be there with our volunteers learning, sharing, and supporting the new ideas we'll all bring back from the gathering.

Parkland Celebrates National Healthcare Volunteer Week

(April 7-13, 2019)

by **Mary Ann Blome**, District 5 TAHV Board Member,
President-Elect, Parkland Health & Hospital System

Parkland Health & Hospital System is the Dallas County Hospital and “safety net”. It is known for Level 1 Trauma expertise, Burn Center, and “port in the storm” for the underserved. We thank and salute volunteers in all Texas Hospitals and Healthcare Centers by celebrating National Healthcare Volunteer Week. Below are two paragraphs of Parkland Volunteer’s shared experiences.

Parkland volunteers are loyal, travel big distances throughout the county to serve, often on public transportation and in all kinds of weather to give of their time, energy, skills and resources. Their reward is revealed in their own words:

Liz Helfrich (Wayfinder) message:

As a “Wayfinder,” I help patients and family members entering the hospital to figure out where they’re going. Often a visit to the hospital can be stressful – patients may be nervous about their appointments and family members may be worried about their loved ones. When I can assist them in finding their way quickly and easily, I am helping them in a small way to have a better day. I also feel that I am indirectly helping the doctors and nurses by making sure patients arrive on time for their appointments. By offering a welcoming smile and a friendly greeting, Wayfinders let our patients and families know that while Parkland may be a big place, we still care about each one of them.

Sue Neal (NICU volunteer) message:

I didn’t know what to expect when I started volunteering at Parkland. I’ve had a good experience with the community here. I feel it has raised some of my good qualities to the surface. I LOVE spending time holding, hugging, humming and loving on these babies. It is beneficial both to the babies and to me!!



(L to R) Feroz Banani and the Golden Girls: Yasmin Banani , Habiba Merchant, Yasmeen Ali , Tanya Lewis, Sunny Surre - HR Director, Fatima Mehdi, Shahaz Merchant, and Aliah Farmanali



Wait - what is BYOI? I see that everywhere...

By **Norma Burnside**, District 3 TAHV Board Member, CHRISTUS Spohn Hospital Corpus Christi South Volunteer

Those in the know, know – it stands for Bring Your Own Ideas. This is one of the most popular events at convention and we are making it even better this year. We come together at convention from all over Texas and everyone wants to learn something new. We want to hear what other volunteer groups are doing and see if we might be able to use a new idea. If you have been successful, we all want to steal shamelessly!

The first thing we'll do is separate you from your group. If you're sitting at a table with your friends what will you learn? So, if you're at a table with new people you're probably going to learn *something*. There is a facilitator at each table that has had a little training on keeping conversation moving. She/he will begin with a question and everyone has a chance to respond. Bring a tablet/sheet of paper to write down new ideas you may hear to take back to your campus.

This goes on for about an hour or so. Then, the person who is chosen to be the scribe at his/her table will share something new from their table with everyone. The time is limited so each person speaking can share one new idea. Therefore, everyone hears a short summary of that new information.

Check out what BYOI offers you. Come early and don't miss out.



Early on **Friday morning**, there will be **two general BYOI sessions** in two different rooms. We are spreading out! Why is that? There will be more room for more people to participate, and it will give more time for discussion and sharing. These are both general interest BYOI sessions – participants will raise topics and everyone has the opportunity to share.

Gift Shop Mania — Some of our convention attendees eat, sleep and breathe GIFT SHOP! If this is your main fundraiser, then you will have the chance this year to hear from a professional, shop key vendors, and learn from each other.

There is a special seminar at 3:30 pm on the first day with Roxie Campbell, Senior Retail Executive, who is a leading consultant in retail purchasing and merchandising. Ms. Campbell will explain how to maximize sales and profits by understanding profits and margins, planning market buys, presenting product selections, managing inventory, evaluating product successes and failures, and more. Don't miss this if you manage your gift shop!

Vendor Fair will be open from 1:00-6:00 pm on Thursday and 7:00-2:30 pm on Friday. There will be exciting new offerings from our vendors.

Finally, on **Friday afternoon at 3:45**, there will be a **BYOI session dedicated to Gift Shop**. This is where you will share with your peers and learn what's selling and what's not and discuss hot issues to see if someone has solutions.

Off to Market for Gift Shop Buyers

By **Gypsie Hufnagle**, District 9 TAHV Board Member, Gift Shop Manager and Buyer, Volunteer, Memorial Hermann The Woodlands

Have you ever wondered how the merchandise in your Gift Shop is selected? At Memorial Hermann The Woodlands all monies raised in the Gift Shop go directly to the Scholarship Fund and to the Wish List for items needed in departments throughout the hospital. To accomplish this, we have a team of volunteers who manage and staff the gift shop.

It all starts with a market trip for the gift shop buyers. The buyers attend the Dallas Home and Gift Show, which is one of the biggest opportunities of the year to source best selling gift and home décor lines and to find inspiring ideas. The Dallas Market Center is a five million square foot wholesale trade center selling consumer products including gifts, home décor, apparel, fashion accessories, tabletop/housewares, floral, holiday and much more. The market place is open to qualified retail buyers, interior designers, manufacturers, and industry professional only. Market events throughout the year attract more than 550,000 buyers from all states and 80 countries. The four-building campus includes the World Trade Center, Trade Mart, International Trade Plaza, and Market Hall. Inside these buildings over 2300 permanent showrooms offer 35,000 product lines from manufacturers around the world. The largest building is the three million square foot World Trade Center.



Continued on page 12

The Texas Association of Healthcare Volunteers proudly sponsors **Kilbourne & Kilbourne** as providers of Volunteer Award Pins of superb craftsmanship.

If they don't already have what you're looking for, they can design exactly what you need. If they're not yet serving your auxiliary needs, please give them a try.

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 www.kk-awards.com

Off to Market for Gift Shop Buyers-continued from page 11

Our gift shop buying team attends the Dallas Home and Gift Show to purchase merchandise for our gift shop. The day begins for our gift shop buyers when they catch the early morning market shuttle for appointments with our vendor representatives. After receiving retail buyer credentials at the registration desk, buyers are ready to find products that will fit the customers that visit our gift shop. Some of the key elements for a successful buying trip are the pre-selecting merchandise with future ship dates, pre-planning market appointments with vendors, looking for show specials, ensuring products match our needs, and having knowledge of market trends. The education process and ideas found at market are invaluable.

