

COMMITTEES

- DATABASE CHAIRMAN**
Bruce Gregg 325-949-5713
- ADVISORY**
Bob Zamen 512-345-2449
- BYLAWS**
Marge Rode 361-575-7501
- COMMUNICATIONS**
Vernela Baxter432-682-2392
- 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 Hern 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
listigent@sbcglobal.net

THA President Identifies Challenges for 2009



At a recent staff meeting, I presented my thoughts for the Texas Hospital Association in 2009, and I discussed various factors impacting health care. THA's mantra for 2009 is "Change, Consistency and Steadfast," and I believe these terms apply well to TAHV. There is no question that change is in the air, from the economy to the leadership in Washington and in the Texas House of Representatives. "Change" has been the buzz word for the last 18 months, and in the last four or five months, it intensified as the economy spiraled downward.

Consistency is something on which we all need to work. Just as THA strives for consistency in meeting our members' needs, volunteers work to be consistently available to meet patients' needs in our hospitals, from the nursing floors to waiting rooms for ICUs and surgery.

I told the THA staff that we must be steadfast as we go through tough economic times and steadfast in our resolve to do and accomplish our mission, be it in advocacy, family care or education. Being steadfast is a challenge because hospitals' situations are changing, our leadership is changing and the generations that populate our volunteers are changing. I know that recruitment is an issue all across the state, yet you remain steadfast in your mission and steadfast in answering the challenge of working in our hospitals.

The renowned football coach Vince Lombardi often said, "Achievements in an organization are the results of the combined efforts of each individual." Hospitals and associations are similar. We must be involved with change, we must be consistent in our delivery, and we must be steadfast in our approach to our hospitals and to the people that serve in our organizations. This is the challenge for 2009 – "Change, Consistency and Steadfast."

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

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

TAHV re-launches website

Texas Association of Healthcare Volunteers has Re-Launched their website. The new updated site has been completely revamped and updated. Check it out at www.tahv.org

Are you looking for contact information about one of the TAHV officers? Check out the website at www.tahv.org!

Are you looking for information about the District Meetings? Check out the website at www.tahv.org!

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THE TAHV BEAT- "Embrace the Spirit"

Thanks to all of you who participated in the ten district meetings that Pat, Melva and I attended during the fall. The programs ranged from subjects on autism, to customer service, to the health of our children. Each one of the meetings provided an excellent educational venue for the attendees.

At the ten district meetings, there were 139 healthcare organizations represented with a total of 1371 volunteers and healthcare administrators attending. The speakers were outstanding, the reports were exceptional, the hospitality was welcoming, and the company of volunteers gathered was the "best of the best." Texas Healthcare Volunteers, you are truly "the heartbeat of healing."

Now, let us reflect on what we have learned and take a look at the environment in which we find ourselves today. The economy is unstable, folks are being laid off, our hospitals are suffering financially with some of them even closing, our volunteer gift shops and fundraising efforts are feeling the effects of this downward spiral, and people, in general, are anxious about the future.

What can we as healthcare volunteers do in times like these? I believe we can do what volunteers do best - we can serve others.

We can embrace the words of Dr. Dan Stultz, President and CEO of THA, in his remarks to us at the TAHV convention in Austin last year. He challenged us "to keep our focus as we go about the marvelous work that we do." Our mission as healthcare volunteers is to enhance the delivery of healthcare services to our fellow Texans. We must not lose sight of this goal.

We can project a positive attitude to all of our customers – patients, staff, visitors, and our fellow volunteers. Attitudes are contagious.

"Each of us makes his own weather, determines the color of the skies in the emotional universe which he inhabits."-Fulton J. Sheen

We can go the extra mile for our hospitals and other healthcare organizations in a spirit of willingness and enthusiasm.

"Power consists in your capacity to link your will with the purpose of others."-Woodrow Wilson

We can promote our healthcare organizations in the community. We can wear our uniforms proudly and share with others our commitment to serve our outstanding healthcare organization.

We can meet people where they are, not according to our agendas, but according to their needs. A good listener is a walking, touching, personal intensive care unit.

"You give but little when you give of your possessions, it is when you give of yourself that you truly give."-The Prophet

As healthcare volunteers, we cannot solve the economic crisis our nation is facing, but we can create a haven of safety for those whose needs bring them to our doors. In these troubled times, we must not lose focus. As volunteers, we can bring the heartbeat of healing to all those we serve, if we will only "Embrace the Spirit."

Let's just DO IT.

In the spirit of volunteering, Janie

TAHV re-launches website

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Have a question about TAHV or volunteering? Check out the website at www.tahv.org!

Did your group elect new officers recently? There is an online update form on the website!

We have links to volunteer resources, news and events, Traveling Topics, Gifts & Memorials, Pins & Bars and even TAHV Logo Gift Items as well as the 2008-2009 President's Logo Gift items.

Check the website often as news about the State Convention will be updated as information becomes available.

We are striving to make the website the first place you go for anything TAHV.

Stats for Pondering

In the past year, according to the statistics gathered at the 10 district meetings:

Our membership consists of 18,548 Senior Volunteers and 5,037 Junior Volunteers.

Senior Volunteers contributed a total of 3,292,427 hours.

Junior Volunteers contributed a total of 354,733 hours.

970 scholarships were granted for a total amount of \$1,442,263.

Cash + equipment given to healthcare facilities by TAHV volunteer organizations = \$7,017,151.

TAHV has a membership of 244 healthcare volunteer groups.

152 healthcare organizations reported - 62% of the total membership.

Next year, let's strive for 100% reporting.

Please send your report to Betty Unlaub, P. O. Box 302, 113 Chelsea, Dumas, Texas 79029 or email them to her at blunlaub@windstream.net.

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

HOLIDAY CHEER FILLS THE AIR



Greenhill School staff and students, and volunteers (or Holiday Elves) Hannah Neustadt in the green shirt and Santa hat on the front row, Jordy Neustadt, standing directly behind Hannah in the Santa Hat, and Bruce Neustadt, farthest to the right. Bruce has been one of TSRHC's evening volunteers since 1989 and since then his two daughters (in picture) have become junior volunteers and work with him on Thursday nights.

The holidays were blazing bright at Texas Scottish Rite Hospital for Children (TSRHC) on December 2nd as more than 400 hospital friends and community volunteers gathered for the annual Holiday Tree Trimming Party. The evening was kicked off with the lighting of the Great Christmas Tree in the hospital atrium and the holiday elves led in signing "We Wish You a Merry Christmas". Musical entertainment throughout the evening was provided by the Town North Concert Band. Santa Claus was also on hand to share holiday joy and supervise the decorating.

Following the program, the community volunteers and their TSRHC volunteer hosts dispersed throughout the hospital to decorate the trees assigned to them. More than fifty trees were decorated by the volunteers, and they were visible in every area of the hospital ensuring that the warmth of the holiday season surrounds the patients and families. Even the hospital grounds were dressed in splendor for the season.

Forty-four community groups decorated trees and each tree uniquely reflected the personality of the group who decorated it. One of the favorite trees this year was the "Recycle Tree" presented by the students of the Greenhill Lower School which encouraged visitors and staff to reduce, reuse, and recycle by showing casing ornaments and decorations the students made by using recycled materials.

All the community groups displayed such creativity in decorating their trees. The favorite part of the event is seeing the groups have a "blast" while decorating their trees, and then seeing the reaction of the patients, families, and the hospital staff the morning after when they see the decorated trees.

After working up an appetite while decorating the trees, the volunteers and community partners enjoyed dinner together. It was a time for reflection upon the season for giving and the opportunity we have to share with our community. Also, as volunteers we are ambassadors for the vision of the hospital in places where we live and work.

The heartbeat of healing

Continued from page 6

The hospital is under repair, the children are not present, but the heartbeat of healing continues through the loyal and caring spirit of some of the hospital volunteers, even under these circumstances. It was recently reported that due to the economic situation, there may not be financial resources available to re-open this valuable hospital. The volunteers remain hopeful that funding can be provided.

Lots of families arrive at the Emergency Department with nothing but the clothes on their backs. Everything they own has been destroyed by fire. One of the services that the volunteers render is to collect, sort, and staff the clothing room, making clean clothing available to those in need. Since Ike, some of the volunteers have continued to serve in this capacity, working in the community.



Susie Martin, President-Elect of their auxiliary, and Sylvia Dorman, Corresponding Secretary, are pictured at work in the Fellowship Hall of the Central United Methodist Church, where Sylvia's husband is the pastor. They ask for our prayers - for the hospital, for its patients and for the volunteers as they all strive to recover from this devastating storm.

Hats Off to Hospitals and Their Volunteers!

April 19-25 is National Volunteer Week, and May 10-16 is National Hospital Week. These designated weeks are an opportunity to recognize volunteers as well as hospital employees and to celebrate their contributions to the community! The theme for Volunteer Week is "Volunteers: The Heart of Health Care" and the theme for Hospital Week is "A Healthy Commitment in Changing Times."

"There are two ways to live your life. One is as though nothing is a miracle. The other is as though everything is a miracle." -- Albert Einstein



On the road with the Traveling Trio

Continued from page 5

Oct. 6 - Toured Atlanta Memorial Hospital

Oct. 7 - Atlanta-District 10 Meeting - Atlanta Memorial Hospital
Speakers: Danita Abernathy, CASA, "Hurting Children", & Wendy Biro-Pollard -- "Customer Relations".

Oct. 8 - Toured Titus Regional Hospital in Mt. Enterprise & abbreviated Tour of Hopkins County Memorial in Sulphur Springs; Hospital Construction underway

Oct. 9, - Garland-District 5 Meeting - Baylor Medical Center at Garland, Irving, Grapevine and Waxahachie
Speaker: Dr. Carolyn Garver, Dir. Of Autism Treatment Center, Characteristics of Autism and the Latest Statistics.
Toured Baylor Medical Center at Garland

Oct. 10 - Toured the Scottish Rite Hospital for Children in Dallas. All services are free for these children with the exception of wheelchairs costs. Someone or a private group is usually available for funding wheelchairs.

Oct.13 – Abilene - District 6 Meeting- Hendrick Medical Center
Speakers: Mekussa Bibtes-Luton, Hospital Outreach Coordinator for the Hendrick Medical Center, "Ministry of Camp Courage", & Mark Riddle, "Addressing Childhood Obesity" Toured Hendrick Medical Center

Oct. 14 - Arrangements were made to attend a session of the "Hero Program". This program uses horse riding as therapy for children with special needs.

Oct. 15 -- Toured Moore County Hospital in Dumas.

Oct. 16, - Dumas-District 1 Meeting- Moore County Hospital District
Speakers: Gayle Stowers, (2-time cancer survivor, advocate of volunteerism, cancer research and blood donation) presented "Personality Workshop", & abbreviated program on Fundraising.

Oct. 17 - Stopped at The Medical Arts Hospital - Lamesa. Much larger hospital was to open in November.

Oct. 20 - Toured Midland Memorial Hospital

Oct. 21, - Midland-District 2 Meeting-Hosted by Midland Memorial Hospital
Speaker: VicKie Jay, Director of Rays of Hope, a Children's Grief Center in Midland. Toured "Rays of Hope" facility

Oct. 22 - Toured San Angelo Medical Center & Shannon Medical Center

Oct. 23 - San Angelo-District 8 Meeting- Hosted by Shannon Medical Center
Speakers: Inger McManus, "Methods to Assist Grieving Children"; Elisa Griffith, "Angelman Child"; Lisa White on "How Healthcare Volunteers Can Make a Difference" relating to autism; Sharla Adam "Children's Miracle Network Miracle Kids" & a program by Piccolo the Clown.

Oct. 27, Beaumont - District 4 Meeting - Hosted by Baptist Beaumont Hospital
Speakers: Chris Parton, "The Gift of Kindness-Customer Relations 101" --Customer relations and the volunteer's role as a customer relation advocate; Janet Morris, "Healing the Hearts of Children", a children's advocacy program; Jo Ann Russell, Pet Therapy; and "Auxiliary Show & Tell" toured Baptist Beaumont Hospital.

Oct. 28 - Visited The Medical Center of Southeast Texas in Port Arthur.

Most hotels in the Angleton area had major damage, and problems in finding lodging were an issue.

Oct. 29 - Toured Angleton Danbury Hospital in Angleton and Brazosport Regional Hospital in Lake Jackson.

Oct. 30, - Angleton - District 9 Meeting - Angleton Danbury Hospital
Speakers: Buddy Scott, Family Counseling; inspirational stories of children and parents in hurting and healing situations; Gail Mizell, GAP advocate, "Grandparents as Parents"; Emma Lou O'Bannon, selection of books to read to children who are experiencing illness, divorce, bereavement, etc.

After almost 6 weeks on the road, driving over 3,000 miles, attending the 10 District Meetings, and visiting 24 hospitals and health-care facilities, our tour was at an end. Janie headed home to Kingwood, Pat to Tyler and Melva to Spring.

We had absolutely wonderful & inspirational speakers! They all fit with Janie's theme of helping our children. The stories we heard of the endurance and sadness of our children brought tears, and we were moved beyond belief at the length people have gone to in order to ease the suffering and heartbreak of these children. There are so many caring people and we met some of the best!

We also had the pleasure of meeting some absolutely fantastic volunteers. Their hospitality was outstanding. Each meeting was the "best"! *Our sincere thanks to all of the District Coordinators, all the volunteers, and everyone who worked so hard to help make these meetings such a success.*

In the spirit of volunteering

Janie, Pat & Melva



The Heartbeat of Healing

In early September, Hurricane Gustav posed a threat to the Texas Gulf Coast. The young patients at the Shriners' Children's Hospital in Galveston were evacuated to other Shriners facilities in Houston, Austin, and San Antonio. A staff member accompanied each patient and remained with the patient.

The children and staff have not returned to Galveston, because even though Gustav did not come ashore in Galveston, days later Hurricane Ike ravaged the Texas coast, doing extensive damage to the Children's Hospital.

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Junior Volunteers Wilson N. Jones Medical Center



The Wilson N. Jones Medical Center Auxiliary says, "Our Junior volunteers seem to improve yearly" .. They are dependable, courteous, dedicated and always eager to learn. The group of outstanding young people, pictured here, has reached the epitome of anything we could expect them to achieve.

Our Junior Volunteer program began in 1999 with only a small number of students with an interest in helping. It has grown every year and this past group totaled 28 students who were anxious to help anytime and anyplace. Some of the areas where they serve include Surgery, Emergency Room, Radiology, Information Desk, and the Gift Shop For starters. A total of 2,405 hours was cheerfully given to our Medical Center by these exceptional future leaders, and we are so proud of all they accomplish!!!

A note from the TAHV Parliamentarian

By: Jan Temple

Are you having a problem in your auxiliary/volunteer group getting officers? Do you have an officer in place who would continue to serve if asked but can't because of your Bylaws? Do your Bylaws restrict the term limits for officers to a certain number of years? If this is something your nominating committee is faced with, then perhaps you need to revisit your Bylaws and make them more flexible.

On the other hand, the down side to doing this is that once someone takes an office, and serves for several years, it might be difficult for a future nominating committee to try to put someone new in that position without possibly causing hurt feelings. Ideally your group should always be vigorously looking for potential candidates for offices and mentoring those folks. After having looked at both sides of the problem, it boils down to the fact that:

- each group is different
- each has to assess their own situation and
- each must come to a conclusion that best suits their needs.

Having served on nominating committees I know that it isn't easy trying to get people to assume the responsibilities of an officer. My best wishes to you in your quest to find officers.

Do You Know ????

The Difference in County Hospitals and District Hospitals



Is your healthcare system a County Hospital, a District Hospital, or an Investor-Owned Hospital? Investor-Owned Hospitals are easily recognized, but often we may not know if our hospital is a County Hospital or a District Hospital. The difference is truly defined, and we, as volunteers, need to be aware of these conditions. We serve as representatives of our hospitals to our communities, and we must be well-informed and knowledgeable on these issues. Some county taxpayers are considering and preparing to vote to establish hospital districts.

Hospitals must meet the needs of patients, employees, and expand services that must be employed to provide new technology that can identify illnesses and save lives? The decision that taxpayers must make is whether to accept higher taxes to keep the current standard. Insecure economies could lead to reduced services and raise taxes in all types of healthcare systems.

County Hospitals

Hospital boards are appointed by county commissioners and held accountable to the commissioners and are unpaid positions.

Funds that are designated for a county hospital may not be used for a hospital district if a conversion or change has been made.

Hospital Districts

Districts have a taxing entity with power to make its own budget and is controlled by an elected board of managers. This board is elected and held accountable to voters.

With the downturn of the economy, the county tax base could be greatly reduced. If a district is established, could it pay for extended services and current technologies? Which taxing entity would better a hospital if it is to become a highly-evaluated hospital where the neighboring communities would come rather than travel long distances for care? This is not an easy decision to make for communities.

Quotable Quotes

Leadership ... the ability to see what no one else sees, to listen when others talk and the ability to be optimistic when others are pessimistic. -- George W. Cummings

It's what you do, unthinking, that makes the quick tear start; The tear may be forgotten -- but the hurt stays in the heart. -- Ella Higginson

Children in a family are like flowers in a bouquet: there's always one determined to face in an opposite direction from the way the arranger desires. -- Marcelene Cox



Memorial Garden Rekindles Bill Lannom's Passion

Taken from an article in the Fort Stockton Pioneer dated October 16, 2008

The Pecos County Memorial Auxiliary in Fort Stockton had begun a major project for the hospital and the city – a memorial garden at their hospital. This garden was a \$250,000 project planned for the south side of the hospital. They had raised some funds and had begun work with the aid of an architect; however their project seemed to be stymied with the lack of passionate professionals who could forge ahead with the work. The volunteers and chairs of the project began looking over their community and their resources and as often is the case, the passionate professional arrived on the scene. This professional was a “home-town boy” returning to his native Fort Stockton to live. He had decided to relocate in Fort Stockton for any number of reasons. When approached about the project he said that he loved the idea of combining design and building and loved the dynamics of construction which he found more challenging than design. The volunteers felt that this was dream come true.” He had returned to help his brother remodel several houses to sell.

Upon checking his portfolio, they found that he had worked in Hawaii and a 3,000-home master community in Prince Georges County, Md. His previous work was coming to bear on this. He said that he had his passion back and added his own touches to it, which is what was needed – putting a lot of himself into this. He revitalized the project and put a lot of himself into it.

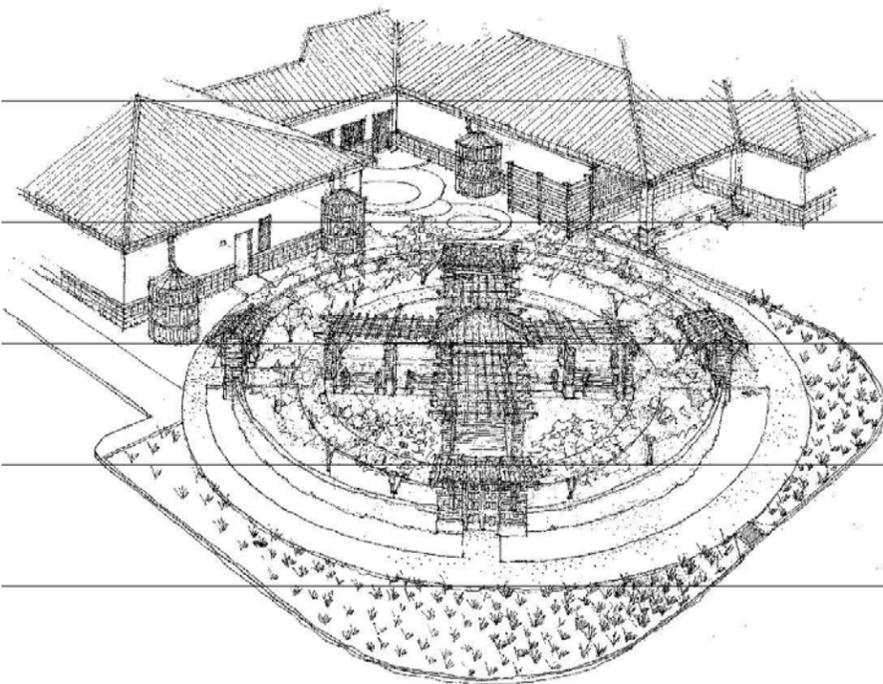
The architect said he felt revitalized with the work and became directly involved and attentive to details. This work gave his brother and him an opportunity to give something back to the community. He remembered the care that the community had given his mother and father after the couple lost their home to an explosion and fire. He and his brother felt they owed something to the community because of the care they gave their parents.

The architect set to work improving the original plan and they added a water feature which will be located just outside the Auxiliary gift shop in the hospital. It is called the Tres Cruces de Sana-cion – Three Crosses of Healing. Lannom, the architect, stated that one of main reasons that Fort Stockton even exists is the oasis in a desert landscape that takes him back to the springs that dotted the area landscape during his youth.

Also involved in this project is the nursery who is providing plant selection. Local people are interested and fascinated with the project and want to be involved. This involvement also contributed to the fundraising project. Area companies are also committed to participate. More than \$100,000 has been secured.

This is the story, a success story in fact, of a group of volunteers in a very small community with a passion and dream of helping their community, and the arrival of the person at the proper time with the perfect talents and passion to bring this project to completion. Lannom, the architect, comments that, “Once it’s done; we’ll have something that everyone can be proud of.”

We applaud Fort Stockton for their efforts and will be interested in the progress of this project.



Architect's Sketch of Garden

All men dream, but not equally. Those who dream by night in the dusty recesses of their minds, wake in the day to find that it was vanity: but the dreamers of the day are dangerous men, for they may act on their dreams with open eyes, to make them possible.—Thomas Edward Lawrence

Wall breaking ceremony for Ronald McDonald Family Room at Edinburg Children's Hospital

Thursday, January 8, 2009, The official wall breaking ceremony for the first Ronald McDonald Family Room took place at Edinburg Children's Hospital. It will include three overnight sleeping rooms along with a living room/lounge, kitchen, laundry and bathroom/shower facilities. Its' South-west interior décor and amenities are intended to provide families with a break from the hospital setting. The project is part of a \$1.8 million plan, by Ronald McDonald House Charities to expand its services by establishing facilities in five area hospitals in the next 3-5 years. The new facilities, called Ronald McDonald Family Rooms -- will provide comfort and care to parents in a similar fashion to that provided by a Ronald McDonald House, but within the walls of the host hospital. Some planned Family Rooms will have overnight sleeping accommodations, and all will include lounge, kitchen and bathroom/shower facilities



On the road with the Traveling Trio

Hurricane Ike came ashore on September 13, 2008, and forever changed the lives of many people.

During the calm after the storm, amid power outages, downed trees and major disaster on the Texas Gulf Coast, the Traveling Trio - President, Janie Dampier, President-Elect Pat Neatherlin, and First Vice President, Melva Harris -- hit the road on September 22 to begin the 2008 tour of the 10 District Meetings. We left home with heavy hearts but with high hopes for a successful trip.

Please join us on our travels:

Sept. 22 – **LaGrange -- Toured St. Mark's Medical Center**
Lodging at Menke House in Round Top – Menke House Chef prepared special dinner for us and other volunteers

Sept. 23. -- **La Grange -- District 7 Meeting -- Hosted by St. Mark's Med. Center & Smithfield Regional Hospital—Toured Smithfield Regional Hospital**

The meeting was held at the Round Top Festival Concert Hall, which was established by the world-renowned pianist James Dick for

young music students. Mr. Dick also performed for us.
Speakers: Rev. Dr. Sharon Turner -- Reconnecting with Children and Mary Reeves -- Use and enjoyment of herbs.

Sept 24: -- **Visited Colorado Fayette Medical Center in Weimer & Toured Citizens Medical Center in Victoria & visited DeTar Medical Center & their Women's and Children's Healthcare Facility.**

Sept. 26: -- **Victoria-District 3 Meeting - Citizens Medical Center**
Speakers: John Hanley - Vine School for Autistic Children (father of an autistic child) and Judy Gillespie -- "Riding Therapy".

Sept. 27 thru Oct. 4 – This week of meetings were re-scheduled because of power outages, and we spent the time at our homes.

Oct. 5 - Janie and I connected with Pat in Tyler to attend the next meeting in Atlanta.

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