



OUTLOOK

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FALL, 2017

District Meetings are Coming....

By **Judi Winslow**, Immediate Past President, TAHV District 6 Board Member, Volunteer – Olney Hamilton Hospital Auxiliary

Please, can you come?

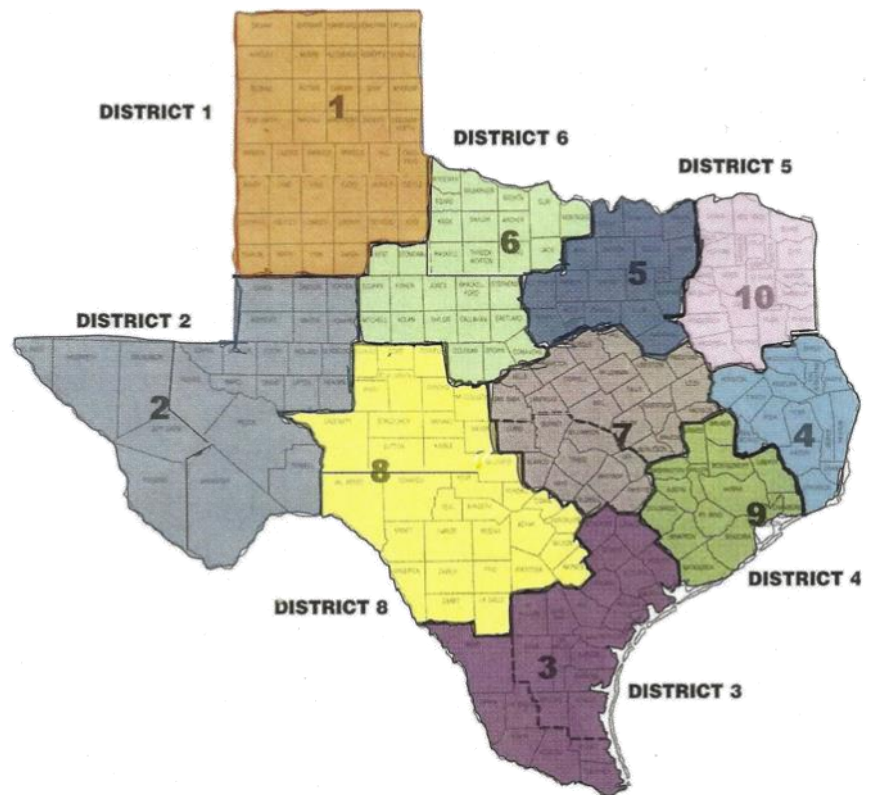
In my former life, I was a Nurse Practitioner, and as such, in order to maintain my licensure, I was required to show evidence of a certain number of CEUs (Continuing Education Units). And how did one acquire these CEUs? One attended local or district meetings, seminars or state conventions, or took online educational courses pertinent to one's specialty. The purpose of attending some kind of professional meeting every year was to keep current with the changing times, with new developments in the field, and to network with others who do the same things you do. The ideas and techniques were then taken back to one's local organization or hospital/clinical group. This concept isn't unique to nurses, I'm aware of teachers, active and retired; business owners and managers; chefs; even Walmart managers who belong to organizations that meet at the local level as well as regional, state and national levels.

"But what does this have to do with me? I'm just a volunteer", you say.

You may not receive a salary or work 40 hours a week, but you do provide important services to very important people: the patients and their families, and the staff of your hospital, hospice, nursing home or other health care facility. It is to their benefit that you keep abreast of the 'goings-on' in health care practices and facilities where you provide crucial and welcomed services. As such, it is beneficial to you and your facility to attend some kind of 'practice update' yearly. Those you serve deserve to receive the best service you can render.

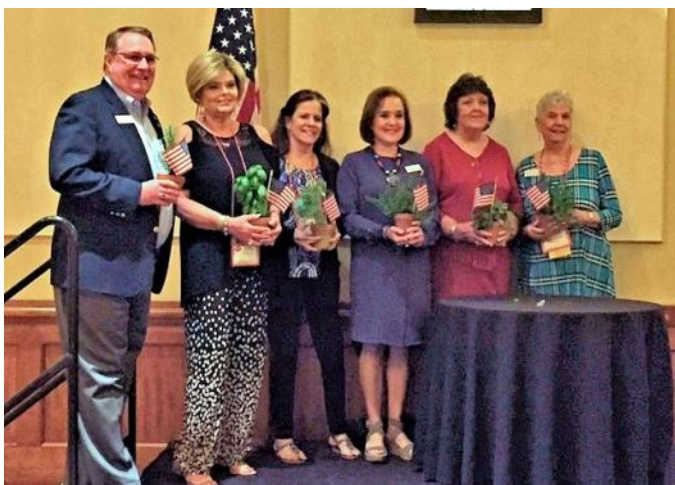
This organization, TAHV, is committed to providing opportunities to further the quality of volunteerism. Many groups will work through fundraising or bake sales to help members who want to attend Convention with transportation, registration and activities. However, the huge benefits of District Meetings are:

- They are 'local' (the state is divided into 10 districts, so there should be something in your 'area')
- It's limited to a one day meeting (no hotel costs)
- Registration Fees are usually \$35 or less (and covers a light breakfast and lunch) (Affordable)
- All attending volunteer groups provide reports of what they do at their facilities (great ideas for programs or fundraising opportunities to take back to your organization).
- Networking develops contacts with health care facilities in your own district (promoting camaraderie and cooperative programs)



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Welcome your new leaders ... 2017-2018 Officers



L-R: Stephen Apple, President Elect; Gypsy Hufnagle, 1st Vice President; Janice Allen, Treasurer; Loretta Charles, 2nd Vice President; JoAnn Goodwin, President; and Patricia O'Toole, 2016-2017 Secretary, standing in for Sandra Pybus, Secretary.

THANK YOU,

CHI St. Luke's Memorial Health Volunteer Auxiliary

On May 26th, during the Uniform Luncheon at the 74th TAHV Convention held at The Woodlands Waterway Marriott Hotel & Convention Center, **Gloria Gregory, President of the CHI St. Luke's Memorial Health Volunteer Auxiliary, Lufkin** presented a **\$250.00** check to **Norma Burnside, Chairman of Educational Topics for Volunteers (ETV)**. This donation, presented each year to ETV, will help fund our committed and continued effort to provide educational thumb drive programs to our member volunteer groups/auxiliaries.



Did You Pick Up a Power Point Presentation at Convention?



By **Norma Burnside**, ETV Chair,
District 3 TAHV Board Member,
CHRISTUS Spohn – South
Volunteer

Those of you who attended the 74th TAHV Convention at The Woodlands and attended the "Opening Ceremonies" will remember that ETV made 100 Thumb Drives with 3 Power Point presentations on each:

- **Customer Service** (Serving others in any volunteer service area)
- **Teen Volunteer**
- **Learn NOT to Fall**

We were giving them away **FREE**. Only one person from a member hospital could sign for one. We gave away 53. If your volunteer group did *not* get one and would like one, please email Norma Burnside at: nburnside@stx.rr.com or call (361 244-0737) and she will see that you receive one. We would love for all member hospitals to receive one. If by chance you DID bring home a thumb drive, and have shown any of the presentations to your volunteers, we would like for you to return a completed evaluation. We want to know if the PPs are a help to you. If NOT, please let us know how they can be improved and what other PPs you would like to have.



We are currently working on two more: "Recruitment" and "Hospital Volunteer Leadership and Team Building". When these are ready we will announce availability through the "Outlook".

YOUR DATABASE UPDATES ARE IMPORTANT!

Please use the "Database 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:

Stephen Apple, Database Chairman
2819 Rainforest Court; Southlake, TX 76092
PHONE: 817-845-3281; Email: Stephen@txapples.com
(A form will be sent to you!!)



The President's Reflections

By: JoAnn Goodwin, President

As I reflect back to when I first began volunteering in 2005, I had just retired from teaching after 27 years at Early Middle School. I was a teaching assistant because I did not have enough hours for a teaching certificate though I had taken classes at Howard Payne, Tarleton, and San Angelo State. I was given a paraprofessional certificate. By the way, Early is a suburb of Brownwood, separated by a bayou and about 70 miles southeast of Abilene.

My Husband had passed away in 1997 and none of our four sons lived close. I had always been busy and I knew that I would need something extra to fill the void in my life. With four sons, we were always going to the hospital for one thing or another - one had asthma really bad. The "pink" ladies at the hospital were always so kind, helpful and loving, that I decided that is what I wanted to do when I retired. I really feel like it is a calling and that God helps me each day as I meet patients and their families. **Brownwood Regional Hospital** is not a very big hospital. We have 184 beds and we minister to all the little farming communities. I love BRMC and I love volunteering.

In 2007, I went to my first convention at the Gaylord in Grapevine. I loved it and was hooked! I've gone every year since then, even paying my own way some of the years. I learned so much to take back to my hospital group. The fellowship and camaraderie with other volunteers was worth it.

If you missed this year's convention held in The Woodlands, you really missed a great time. First of all, it was held in a beautiful hotel with wonderful scenery all around. There were great speakers and BYOI was again successful. The food was great, and I do not need to mention about the networking and fellowship. DO make plans now to attend next year's Convention at the Marriot Riverwalk Hotel in San Antonio. *Start now* having money making projects to allow you to come. We had two fundraisers earmarked for Convention. One was a giant book sale, about 12 tables of hard backs and paperbacks, and made \$1200.00. The other project was the used purse sale that made close to \$700.00. The books and purses were donated, so everything we made was clear profit. We just put in a lot of work. *Please start planning now to come to Convention.*

On another note, we need help from District 7 (the Austin area) and District 1 (the 'panhandle'). I hope I do not embarrass anyone, but we do not have a representative for the Board from either district. Your districts need to be represented and your voices heard. If anyone would like to be a Board Member, please contact me by phone (325-200-5709) or email: jogoodwin@exede.net. I will be happy to

send you an application or you may obtain one from the TAHV website (www.tahv.org): click on TAHV and then TAHV Board Member Nomination Form. District 7 is one of the largest districts in the state and now, for three consecutive years, no one has stepped up to host a district meeting. You all are missing out on learning from other hospitals. With programs and networking, you can take invaluable information back to your volunteer group. Also, fourteen (out of thirty) hospitals from District 7 have not paid their yearly membership dues and this is not good. Please, volunteers from District 7, think about this and be represented. You count! You are very important to us! Our state capitol is in your district!!!

I am looking forward to seeing you all at your district meetings in the fall. The tour has been set and we are getting excited about what you have planned. Everyone, please try to come to your district meeting. The hosts/ hostesses are working hard to plan for you and if you don't come, you will miss a good time!

This is an odd year, 2017, so we will be electing Board Members from odd numbered districts: 1, 3, 5, 7, and 9. If you would consider being a Board Member, please use the phone number, e-mail above, or website to get an application. If any volunteer group across Texas has a question, gripe, or idea that would help to better our organization, also use my phone number or email address. I don't mind gripes either. That is how you are heard and many things can be changed.

May God bless you all!

Inquiring Minds Want to Know



If your Volunteer Group/Auxiliary participates in unique events or fundraisers, don't keep it a secret? Need to HONOR someone very special in your unit? Please share!!!

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

Send to:
Judi Winslow at
mkjudiwinslow@hotmail.com

The Best Ideas Come from YOU!!!

by Norma Burnside, ETV Co-Chair, District 3 TAHV Board Member, CHRISTUS Spohn – South Volunteer

On May 25, 2017 at the TAHV-Woodlands Convention, we were preparing for about 150 volunteers to show up at the BYOI 9:30 am General Session. The tables were ready, table ID's ready for the volunteers to pick-up and find their tables. WE WERE READY!

Well, the volunteers just kept coming, and coming! After everyone was seated at a table and the session was able to begin, I went table to table to see just how

many were in attendance. I was blown away as I added up the numbers, 200!!! This was wonderful, but not enough time for that many people.



It has been suggested by survey respondents and on the table evaluations that BYOI be offered in 2 smaller sessions. We, as a com-

mittee, have also talked about having 2 BYOI-General Sessions. This year, we did offer another BYOI, a Gift Shop Session to see if that might make the needed difference. I understand it was well attended, but obviously didn't reduce the numbers coming to the general session. We will again take this under consideration for the 2018 Convention in San Antonio.



District 5 Presidents' Council - Alive and Kicking

By Karen Apple, Past President of Volunteers, Texas Scottish Rite Hospital for Children

The District 5 Presidents' Council of Healthcare Auxiliaries was founded in 1945, not long after the TAHV statewide organization, which was established in 1941. Our members are current presidents, presidents-elect, and active past presidents representing twenty hospitals in north central Texas, from the Red River to Dallas/Fort Worth and reaching into west Texas. No paid coordinators or directors, except those from the host group, are included.

The District 5 Council has been functioning continuously since 1945, providing volunteer leadership an opportunity to share, learn, and support each other. The current Council enjoys getting together three times a year to share news and activities and getting to know the other presidents in our volunteer organizations. Members also keep each other up to date on changes in healthcare in our district, such as changes in hospital names or ownership and moves from non-profit to profit, and how these affect their volunteer organizations.

Each council volunteer group pays dues of \$35 a year, regardless of how many eligible members attend meetings. There are no expenses for attending meetings. Every group is required to take its turn hosting a meeting. Hosting occurs approximately every 6 years, and the host organization pays all expenses (food, venue, invitations, postage, speaker) for that event. Typically, there are usually between 40-50 attending. Like a mini-district meeting, members share their fund-raising and community outreach activities, hear a keynote speaker, and enjoy getting to know other presidents over lunch. New presidents benefit from the experience of past presidents, and the vast institutional knowledge in the room spans decades of volunteering in North Texas. In the past year, the Council heard guest speakers from Patriot Paws (training assistance dogs for veterans), Final Salute (a solemn and respectful ceremony to honor veterans who pass away in our hospitals), and the Dallas Medical Examiner's office.

The presidency of Presidents' Council rotates among the member groups with every group being given the choice of accepting or declining having a nominee. Depending on the size of Presidents' Council, each group will have that opportunity every 15-20 years.

Here is a call to action for all volunteer presidents: if your hospital is a TAHV member in District 5 and not a member of Presidents' Council, come join us! If you are in another district and interested in establishing a Presidents' Council, just ask us! Contact any one of the District 5 TAHV board members listed at <http://www.tahv.org/tahv/tahvboardmembers>.

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2017 District Meeting Schedule

September 20th

District 5—McKinney, TX

Host: McKinney Medical Center

Contact: **Diane Tubbs** (dtubbs43@yahoo.com)

September 22nd

District 1—Amarillo, TX

Host: NW Texas Health System

Contact: **Sandy Jones** (sandra.jones@NWTHS.com)

September 25th

District 2—Midland, TX

Host: Midland Memorial Hospital

Contact: **Kim Modisett**

(kim.modisett@midlandmemor.com)

September 27th

District 6—Brownwood, TX

Host: Brownwood Regional Medical Center

Contact: **Donna Burleson** (donnabcf@verizon.net)

September 29th

District 8—Seguin, TX

Host: Guadalupe Regional Medical Center

Contact: **Sue Kaulfus** (bskaufus@yahoo.com)

October 2nd

District 3—Corpus Christi, TX

Host: Driscoll Children's Hospital

Contact: **Kathy Jenkin** (mkjenkin@stx.rr.com)

October 4th

District 4—Beaumont, TX

Host: Beaumont Baptist Hospital

Due to Hurricane Harvey, this District Meeting must be cancelled.

Contact: **Julian Payne** (jpayne5999n@hotmail.com)

October 6th

District 9—The Woodlands, TX

Host: Memorial Hermann – The Woodlands

Contact: **Linda Nelson**

(lindanelson@memorialhermann.org)

✂ Cut along the dotted lines and save
for a quick reference

District Meetings are coming...

Continued from Page 1

Knowing this, *EVERY* Member Group/Auxiliary should have representation.... Even if every TAHV Member Organization sent but ONE member (though I hope for as many as want to come), that would disseminate helpful information and energy to at least 230 organizations across our state. SO, *PLEASE SEND AT LEAST ONE OR TWO VOLUNTEERS TO YOUR DISTRICT MEETING (or more)!!!!*

Unfortunately there are ~~two~~ three districts that were unable to find someone to host a District Meeting.... That would be Districts 7 and 10 **and now District 4 (thanks to Hurricane Harvey)**. Included in this newsletter is the state map showing the location of the 10 districts and a listing of the District Meeting locations, dates and Coordinator information. Should your facility be in one of these two districts, please note the location of meetings in adjoining districts. Contact the Coordinator listed for that District Meeting and she can provide information to register for *that* District Meeting. No need to miss out just because there's not a scheduled meeting in your district. **If you were planning to go to District 4 (Beaumont), consider Seguin or The Woodlands.** If for some reason, you cannot reach that person, feel free to contact Gypsie Hufnagle (1st VP: 281.292.7772) or me, Judi Winslow (940.873.4663) for assistance.

Lastly, in each registration packet is a form entitled "President's Report". This provides TAHV information for the State Report each year. Whether you attend a District Meeting or not, this information is requested of ALL TAHV Member Organizations. Usually it is turned in at the District Meeting to the District Coordinator and is ultimately submitted to the TAHV 1st Vice President who compiles the State Report. If by some chance you CANNOT attend a District Meeting, please send your completed report to: **Gypsie Hufnagle, 1st VP, 7 Splitrock Road, The Woodlands, TX 77381.**

The best ideas come from you...

Continued from Page 4

We were in a large room with only a curtain between us and the Vendor Fair. Yes, it was a little noisy, but when the evaluations came in they were 98% very positive. Some remarked about the noise, but most appeared to get something from the session to take back to their volunteer group. That was great, because that's why we have the BYOI, to share ideas.

We had wonderful facilitators from all over Texas at the tables. I'm so pleased we had volunteers that were willing to help as facilitators. Thank you, Facilitators, and thank you Texas Volunteers for attending BYOI-general session. We look forward to seeing you again in San Antonio in 2018.

Past Presidents Award

By **Judi Winslow**, Past TAHV President, District 6 Board Member, Olney Hamilton Hospital Auxiliary Volunteer

I was so pleased to receive enough entries for the Past President's Awards to be able to announce winners in all three categories: Outstanding Achievements in Hospital/Hospice In-service, Community Service, and Fundraising. Considerable work goes into these projects. In addition to highlighting this year's winners, I would like to review the requirements so that many of you will consider entering a project for next year. We can all learn from one another, and perhaps your special project might help another volunteer group to organize a similar program for their facility or community. A winning submission takes planning, but first you must identify an original and outstanding event or program that your auxiliary/volunteer group participates in. I hear some unique ideas presented at District Meetings that would make a great submission! In writing up your entry, you must follow the guidelines and criteria by which each entry is judged. More detailed information/rules can be accessed on the TAHV website (www.tahv.org). If you look down the left hand column to "Past Presidents Award" then check the bottom of your screen where it says: "What do you want to do with TAHV17AwardsGeneralRules.doc"... just click on the "Open" choice. Some of the information will be updated for next year's convention, but the general rules will be the same. It's a shame to have a great idea/project and fail to present it well.

Here are the basics:

There are 5 parts to each entry (each worth 2 points):

- 1) Identification (specific information about the project/facility/volunteer group)
- 2) Description of Project (goals and objectives and need for the project)
- 3) Implementation of the Project (how many volunteers, their roles, steps to maintain project)
- 4) Evaluation of Project (show how objectives were met, what makes the project exceptional and deserving of this prestigious award)
- 5) Exhibits (photos, materials used, brochures, letters, newspaper articles or record keeping forms)

Each submission is evaluated by the same criteria. The judges look for the following:

- 1) How well the project meets its stated objectives.
- 2) How well the goals of the project are defined.
- 3) The value of the project to the hospital, hospice or community.
- 4) Innovation and creativity involved in the use of volunteers.
- 5) Organizational skills demonstrated in the development and implementation of the project.
- 6) The overall quality, clarity, neatness and organization of the entry presentation.

I'm looking forward to see what special programs might be presented and win at Convention 2018 in San Antonio!!!



WINNER:

Outstanding Achievement in a Hospital In-Service

Submitted by the **Hillcrest Auxiliary** from **Baylor Scott & White Medical Center – Hillcrest, Waco**

Auxiliary President: **Patty Klein**

Volunteer Services Manager: **Aleesa Walker**

Title of Project: **The Curtis Holland Family Room**

In response to the need for a private environment suitable to the initial grief response of loved ones and to demonstrate respect, dignity, healing and closure during one of the most difficult times in healthcare and in life: when a loved one passes away, the Hillcrest Auxiliary took on this project and met with their CEO, Pastoral Care Team, Engineering, Emergency Department leadership, the Foundation Director and VP of Operations to lay the groundwork and completely funded the \$25,000 Emergency Department project. The room was dedicated in March of 2016. It's name honored Reverend Curtis Holland, who cared for the spiritual needs of patients, families and staff at Baylor Scott & White Medical Center for over 30 years.



WINNER!!

Outstanding Achievement in Community Service

Submitted by: **East Texas Medical Center Jacksonville Auxiliary**, Jacksonville, TX
Auxiliary President: **Mary Jones**

Title of Project: **Handcrafted Hats**

ETMC Volunteers knit or crochet hats of all sizes throughout the year (50-100 per month) in order to provide every new-born with a new hat at the time of discharge, special Christmas stocking and hats for Christmas babies, and larger sizes to distribute to 7 local non-profit organizations including the Clothes Closet, the Crisis Center, H.O.P.E., Hospice of East Texas, CASA and The Rainbow Room.. Hats are also included with the Coats for Kids program. Over 350 hours per month are devoted to this ongoing project and 900-1000 hats and headbands are distributed each year.



WINNER!

Outstanding Achievement in Fundraising

Submitted by: **The Blue Angel Volunteers** from **The Medical Center of Southeast Texas**, Port Arthur, TX
Auxiliary President: **Linda Flores**

Title of Project: **Chili Cook-Off**

This will be the third year the Blue Angel Volunteers have sponsored a booth at the Medical Center Chili Cook-Off. All auxiliary members participate either in decorating, cooking, or serving. Those who couldn't work the booth donated to the Employee Assistance Fund. The intense labor is on the day of the cook-off. The volunteer expert on chili and chief cook is Membership Chairman, Billy Young. Besides vying for the best chili, it provides good fun for members and promotes membership. The hospital staff and community are the judges for an all-you-can-eat chili sampling for donations. In 2016, The Blue Angels won the trophy for their contribution of \$1800 in donations!

Support Texas Hospital Employees Impacted by Hurricane Harvey

Reprinted with permission from the THA Advocate Newsletter, published by Texas Hospital Association, Austin Texas.

The Texas Hospital Association established the [THA Hospital Employee Assistance Fund](#) to provide financial assistance to employees of hospitals located in one of the currently 29 Federal Emergency Management Agency-designated disaster areas who experienced significant property loss during Hurricane or Tropical Storm Harvey or the ensuing floods.

By creating a centralized fund focused specifically on the needs of Texas hospital employees, THA will ensure that donations go where they are needed most.

In the coming days, THA will share programmatic details as well as materials hospitals can share with employees. In the meantime, donations can be made online on [THA's website](#), and we encourage everyone to give generously.

For additional information on Hurricane Harvey and THA's work to coordinate with local, state and federal agencies and support our members, visit www.tha.org/harvey. (Lance Lunsford/Stephanie Limb/Heather Parsons)



Convention 2017 Award Winners!

Newsletter Awards

0-150 Beds

1st Place	Texas Scottish Rite Hospital for Children- Dallas
2nd Place	North Texas Medical Center-Gainesville
3rd Place	Baylor Scott & White Medical Center- Garland

151-200 Beds

1st Place	Driscoll Children's Hospital - Corpus Christi
2nd Place	Brownwood Regional Medical Center- Brownwood

201 and Up Beds

1st Place	Shannon Medical Center- San Angelo
2nd Place	Wilson N Jones Regional Medical Center-Sherman
3rd Place	Texoma Medical Center-Denison

Posters Awards

0-200 Beds

1st Place	Driscoll Children's Hospital - Corpus Christi
1st Place	Christus Spohn Hospital - South, Corpus Christi
2nd Place	North TX Medical Center-Gainesville
3rd Place	Shriners Hospital for Children- Galveston
3rd	Nacogdoches Medical Center-Nacogdoches

201-330 Beds

1st Place	Texoma Medical Center-Denison
2nd Place	Wilson N Jones Regional Medical Center-Sherman
3rd Place	Mission Regional Medical Center-Mission

331 and Up Beds

1st Place	Texas Health Huguley Ft Worth South, Burleson
2nd Place	Citizens Medical Center-Victoria
3rd Place	CHI Baylor St Lukes Medical Center - Houston

Scrapbook Awards

0-150 Beds

1st Place	Wise Regional Health System-DeCatur
2nd Place	North Texas Medical Center-Gainesville
3rd Place	Baylor Scott & White Medical Center-Garland

151-280 Beds

1st Place	Medical City McKinney- McKinney
2nd Place	Christus Spohn Hospital - South, Corpus Christi
3rd Place	Valley Baptist Medical Center-Brownsville

281-400 Beds

1st Place	Shannon Medical Center- San Angelo
2nd Place	Citizens Medical Center-Victoria
3rd Place	Texas Health Huguley Ft Worth South, Burleson

401 and Up Beds

1st Place	University Medical Center Health System-Lubbock
2nd Place	Memorial Hermann Memorial City Hospital-Houston
3rd Place	CHI Baylor St Lukes Medical Center-Houston

Tray Favors

0-181 Beds

1st Place	Wise Regional Health System-DeCatur
1st Place	Baylor Scott & White Medical Center-Garland
2nd Place	Christus Spohn Hospital - South, Corpus Christi
3rd Place	North Texas Medical Center-Gainesville

185-295 Beds

1st Place	Brownwood Regional Medical Center-Brownwood
2nd Place	Wilson N Jones Regional Medical Center-Sherman
2nd Place	Knapp Medical Center-Weslaco
3rd Place	Memorial Hermann Northeast-Humble

297 and Up Beds

1st Place	Valley Baptist Medical Center-Harlingen
2nd Place	Medical Center Health System-Odessa
3rd Place	Christus Spohn Hospital - Memorial, Corpus Christi



What Did You See (or miss) at Convention 2017

The Convention Committee worked **HARD** to bring you the best experience for **YOUR** money and **OURS!!!!** Here are some Convention highlights:



Door Prizes, Silent Auction gifts and Awards entries turned in. Pictured: Awards Co-Chairmen Mary Ann Blome & Kathy Jenkin and the gathering of the judges...



We had a Photo Booth at the

President's Party and EVERYBODY in attendance took advantage of the accessories and picture possibilities with their friends and fellow volunteers!!!!



Raffles by Gifts & Memorials Foundation and Educational Topics for Volunteers (ETV):



Posting Colors and Nathan Livingstone on the Bagpipes at the Opening Session with "God Bless America", followed by the National Anthem!



"Boot Scooting" at the President's Party (with a MOST delicious Texas style **STEAK** dinner) Pictured are the cowgirls from Parkland Health & Hospital System, Dallas



BYOI Facilitator Training: followed by BYOI Session 1 (see page 5)

On the Light Side....

A Funny Thing Happened on the Way to Convention....

By Kathi Garcia, Volunteer, CHRISTUS Spohn – South, Corpus Christi

We took a little detour to eat at the historic **Blessing Hotel Coffee Shop**, in the little town of **Blessing, Texas**. **Lynne Fleming, Ruth Vermace and I, Kathi Garcia**, were driving from **CHRISTUS Spohn Hospital-South**, Corpus Christi, and were *not* disappointed, the food was *delicious*.

Blessing is a little town Abe (my husband) and I discovered during our years of motorcycling. We've been there on numerous occasions with various folks. In fact, I took our volunteer group there when Convention was in Galveston. It is near Palacios, but you have to take the "bypass" to



get there. The Blessing Hotel is a place that time has seemingly forgotten. I cannot imagine what will happen to it once the current caretakers are too elderly to run the place. It is definitely a labor of love. When you walk into the diner in the back of the hotel, you just sit right down as if you are one of the family. The *food is home-made* and served buffet style. You never know what will be served, but know this, it will be delicious. Typically, served are things like fried chicken, fried fish, greens, sauerkraut and sausage, butter beans, roast beef, chicken and dumplings, always salad, always dessert, always tea and always their yummy, large, homemade rolls. The woman who has been there every time we have been is very friendly and is usually running in and out of the kitchen, but stops to chat with everyone.

The funny thing was, on this trip, since our volunteer group now has a credit card, Lynne thought she would use it to pay for our meal. They *don't take credit cards* at The Blessing Hotel - cash or check only. When Lynne started to dig around trying to determine if she had the cash to cover everyone, the woman said, "you can just mail me a check when you get home." At that, we felt as if we had stumbled into Mayberry! Ruth talked about that for the rest of our trip. It is just not something you see every day - unless you go to the Blessing Hotel, that is. If you have not been there yet, stop by sometime and eat a bite, maybe you can mail in a check also.

Girl Scout Gold Award Pictures for Patients

By **Brandi Neeb**, Volunteer Coordinator, Beaumont Hospitals of Southeast Texas

When student volunteer, **Rachel Lawrence**, had to choose a cause to support with her Girl Scout Gold Award project she thought of Baptist Hospital. She hoped to work with children in the Pediatric Unit to



do art projects that would take their minds off of being in the hospital. Rachel was open to the concern that our Oncology Unit had very limited embellishments on the walls and could sometimes be a bit of a drab place. Not only did Rachel collect at least 60 child-made works of art, she also collected funds for special frames to display the art in a manner approved by our Infection Control Department. We appreciate Rachel for brightening the stay of our Oncology and Pediatric patients. This project will have a lasting impact on our hospital.

Texas Scottish Rite Hospital for Children Celebrates Its Most Senior Volunteers



L to R: Staff Mark Bateman, Senior V.P. Public Relations, with volunteers Gene Stephens, Virgie Childs, Helen Klinkerman, Marilyn Phillips, Faye Morgan, Sarah Yarrin, Bert Erhmann, Dorothy Witcher,

Hospital President and CEO Bob Walker (far right) and Senior Vice President of Public Relations Mark Bateman (far left) recognized the members of the **TSRHC 90s Club** at the Annual Volunteer Luncheon and meeting in April. Nine of the eleven active volunteers over 90 are shown in this picture. Three new members were initiated this year, and several have volunteered over 40 years at the hospital. Overheard in the audience: "I have to volunteer another 50 years to get in that club!" A noble aspiration indeed!

Conversation Continues ...A Great Friendship!



- ❖ We have come through a lot of changes to the Volunteer Department in the past four years
- ❖ We have grown in our understanding of one another through prayer and shared scriptures
- ❖ We focus on the patients and families
- ❖ We are friends!



Patricia Garcia (President of the Texas Association of Directors of Volunteer Services) and Roz Shinn (Past President of MCHS Auxiliary and TAHV Board member) represented Medical Center Health System of Odessa, TX by presenting at the TAHV Convention Breakout sessions to update progress of some of their projects including an appreciation of employees called Wonderful Wednesdays, and their new scrub shop-MCH Outfitters. The main focus of the session was Relations that Count in Healthcare.

Successful Tools to Improve Real Conversations and Relationships

Sharing

1. People spell love, t-i-m-e.
2. God's time is "kairos"
Undivided attention to someone in the here & now.
3. Accepting people as they are. We are all flawed, but we are loved.

Dialogue

1. Reciprocal
2. Meaningful
3. Empathy



Participants at the breakout session were encouraged to communicate with their DVS or Volunteer leader by being aware of their body language, practice listening skills, make conversations a priority in a working relationship, and manage their time in order to develop relationships. The above tools were suggested by Roz and Pat. They put out a call to action to empathize, educate, encourage and engage, because only you can take responsibility for your conversations and what you contribute to a relationship.



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Survey Results are in!



Survey
☐ Excellent
☐ Very Good
☐ Good
☐ Fair
☐ Poor

Thank you to those of you who participated in our first ever Survey. We appreciate the thoughts and suggestions you made.

There was meaningful and helpful feedback that will affect future conventions. This is your organization and we're working hard to make it the BEST for all volunteers.

Due to space constraints in this issue, we will publish the full analysis in the next issue. Watch for it!!

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