



# OUTLOOK

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[www.tahv.org](http://www.tahv.org)

PRE-CONVENTION, 2017

## Don't Be Left Out!!!

The deadline has passed for awards entries for your newsletters, posters, tray favors and scrap-books, and for the Past President's Awards for Excellence, **but you can still come to Convention!!!** Even though Registration was to close Friday, May 5<sup>th</sup>, there's still room for more!!! **You will not be refused Registration** if you go online to [www.tahv.org](http://www.tahv.org) and register for \$55.00/person. I promise it will still be worth every penny. You can still get into the President's Party, Uniform Luncheon and Installation Breakfast, and though you won't get prime seating in the front, you can enjoy the camaraderie and networking just the same. You can gain information at the **BYOI** sessions and the **Break-out Sessions** are great this year (note the great speakers and topics below) and I hate for you to miss them. If it's a matter of money... I'm very aware of most of our statuses in retirement, but many times (as in our case) you can go to your CEO, Hospital Board or Hospital Foundation as I did, and they may be willing to sponsor at least you and maybe a few of your volunteers. **Your volunteers and healthcare facility will benefit by your attending YOUR Convention!!! Please come!!!!**

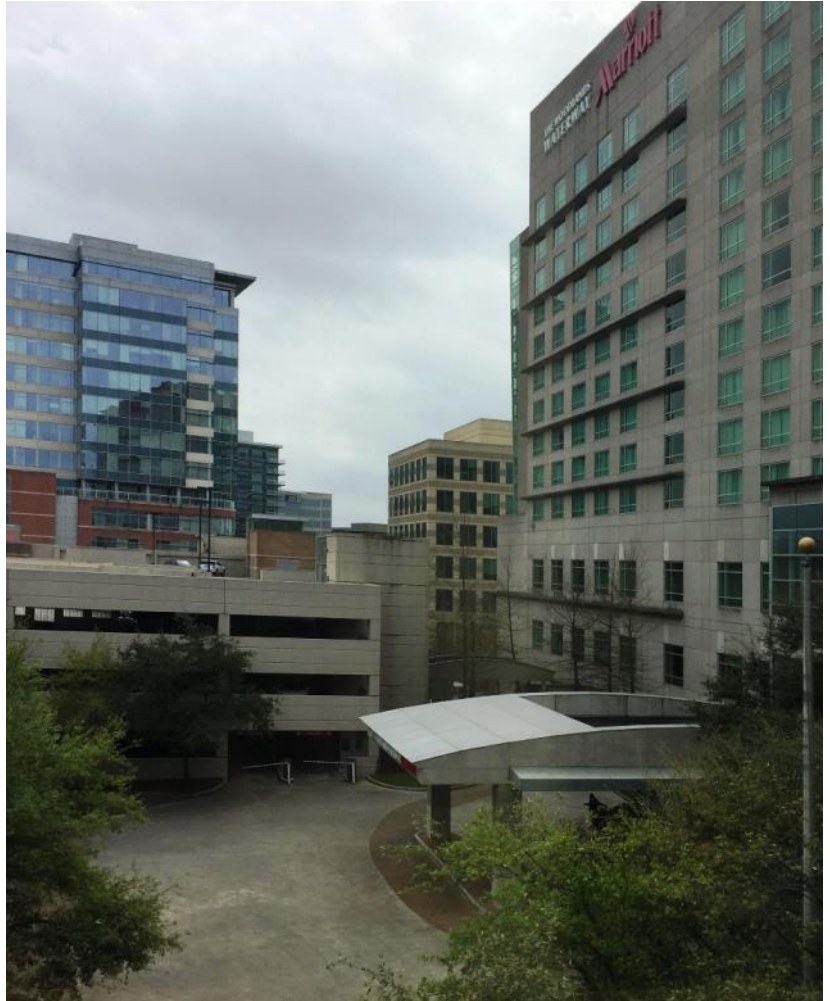
## TAHV Convention 2017 Speaker Profiles

### *Breakout Session Speakers*

Belinda Flores

#### ***Technology and Newsletters***

Belinda Flores is a retired technology specialist, seven year member of Memorial Hermann The Woodlands Auxiliary and a journalism enthusiast since childhood. She has been editor or writer for multiple publications over the years. Most recently she was the editor of the award winning *Green Connection* for Memorial Hermann The Woodlands Hospital. After presenting a newsletter session for TAHV in 2012, she is very pleased to be asked back as a speaker to share her knowledge of technology and newsletters.



**See you in the Woodlands...  
2017 TAHV Convention  
The Woodlands Waterway Marriott  
The Woodlands  
May 24-27, 2017**

Daniel Garner

#### ***Frauds and Scams***

A 10-year veteran of the Montgomery County Sheriff's Office, Detective Daniel Garner has investigated and prosecuted criminals for crimes including frauds; identity thefts; and crimes against the elderly and children. He has over 1,400 continuing education hours, a Master Peace Officer Certificate, and a Bachelor of Science in Criminal Justice Degree.

*Continued on Page 2*

## TAHV Convention 2017-Speaker Profiles

Continued from page 1

Marco Giannotti

**The Da Vinci Robotic Surgical System - Getting Back To Life Quickly After Minimally Invasive Gynecologic Surgery.**

The first-born son of Italian immigrants, Dr. Marco Giannotti graduated from the University of Texas Medical School in Houston and did postgraduate medical education at the University of Texas Health Science Center in San Antonio. He is board certified in Obstetrics and Gynecology and is certified to perform robotic surgery using the DaVinci Robotic Surgical System for both exploratory and definitive surgery. He is affiliated with Memorial Hermann The Woodlands. Ashton Herring

**What's New in Emergency Medical Services** EMS has changed over the years. Montgomery County Hospital District EMS has strived to be a leader in these changes and changing how the community looks at EMS. Ashton Herring is the First Responder and Community Outreach Coordinator with Montgomery County Hospital District. After several years of working as a paramedic on the ambulance, her career led her to education and outreach. In addition to being the liaison between local fire departments and law enforcement agencies for Montgomery County's 911 ambulance system, Ashton is passionate about child passenger safety, CPR education and other prevention areas.

Dean Nistetter

### **Creating a Successful Hospital Pet Therapy**

**Program** –What is Pet Therapy, Why Have It, and What are the Benefits; What to Consider When Creating a New Pet Therapy Program; How Pets are Qualified and How to Find Pet Therapy Teams; HIPAA Matters, Cleanliness, and Hospital Protocol; Selecting Patients to Visit; Example Patient Interactions

Dean Nistetter manages the volunteer pet therapy program at Memorial Hermann The Woodlands Hospital. He and his pets have contributed thousands of hours of volunteer therapy service at hospitals, trauma recovery facilities, assisted living centers, Alzheimer units, rehabilitation facilities, and schools. He currently serves as a Board Member for Montgomery Pet Partners, Inc. and is their Director of Hospitals, Senior Living, and TIRR services.

Roz Shinn and Patricia Garcia

**The Conversation Continues: Relationships that Count in Healthcare.** Are the Volunteer Leader and DVS in your hospital working together to unify and accomplish great things for the patients, families, and employees? Here are a couple of real life examples.

**Roz Shinn** is Governance Chair and Past President of Medical Center Health System Auxiliary. She is a TAHV Board member and is an active member of her community and church. She has a Bachelor of Science degree in Psychology from The University of Houston.

**Patricia Q. Garcia** - Director of Volunteer Services at Medical Center Health System, in Odessa Texas. She has served as District Director and Communications Chair of the Texas Association of Director of Volunteer Services (TADVS) and as a board member of the Association of Healthcare Volunteer Resource Professionals. She is a writer; tortilla maker; teen-advocate; and Leadership and Communication speaker and coach.

Stan Simmons

**Ask the Parliamentarian.** This session will give attendees the opportunity to ask questions about how to create and use bylaws; how to be a not-for-profit organization in a for-profit hospital; how to organize meetings; what needs to go into minutes; and any other questions they may have.

Stan Simmons is the TAHV Parliamentarian as well as Parliamentarian of the Texoma Medical Center Volunteers in Denison. He is a graduate of Cameron University and a retired Army officer who served in the Vietnam war. He is an active volunteer in his church and community.

Linda Vu, Pharm.D.

**Drug Interactions** This session will provide information on drugs and drug interactions which will be beneficial to attendees and their families.

Linda Vu graduated from the University of Houston College of Pharmacy with a Pharm.D. She then completed a post-graduate 1 year residency program in general pharmacy practice at South Texas Methodist Hospital in San Antonio. She has been with the Memorial Hermann Healthcare System for 15 years, and her specialty is internal medicine.

*Breakout Session/Keynote Speaker for Uniform Day Luncheon*

Bill Crawford, Ph.D

**Dealing With Difficult People** (breakout session) and **Lighting a Candle Without Burning Yourself Out** (keynote speech).

In addition to holding a doctorate in Counseling Psychology from the University of Houston, Dr. Crawford is a licensed psychologist, author of seven books, organizational consultant, and speaking. His two PBS specials have been seen by over 15 million people, and he has been quoted as an expert in such diverse publications as *The New York Times*, *Entrepreneur*, *Working Mother*, *The Chicago Tribune*, and *Self Magazine*.

**Breakfast Speaker**

Sara Horton

### **A Day in the Life of a Paramedic**

The single mother of a 7-year-old little girl, Sara Horton works for Montgomery County Hospital District on an ambulance responding to 911 calls; is a registered nurse who works every day with the elderly, disabled, and indigent population; and is pursuing a bachelor's degree in Nursing at UT Arlington.

# **TAHV Convention 2017**

## **At A Glance**



**The Woodlands Waterway Marriott**  
**May 24 - 27, 2017**

### **TAHV CONVENTION HIGHLIGHTS**

**WEDNESDAY, MAY 24,**  
**TAHV Officers & Committees Board**  
**Meeting @ 4:00 p.m.**

**THURSDAY, MAY 25**  
**BYOI / Sharing Ideas @ 9:30 a.m.**  
**Convention Opening Session @ 1:00 p.m.**  
**BYOI / Gift Shop @ 2:30 p.m.**  
**President's Party @ 6:00 p.m.**

**FRIDAY, MAY 26**  
**Current Sessions @ 9:15 a.m.**  
**Uniform Luncheon & Awards @ 12:00 p.m.**

**SATURDAY, MAY 27**  
**Installation Breakfast @ 8:30 a.m.**

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**VENDOR FAIR - THURSDAY, MAY 25**

**Silent Auction, Door Prizes, Awards, and Much More!**  
**See you at Convention 2017!!**

**Visit [TAHV.org](http://TAHV.org) for Registration and Hotel Reservations.**



## *The President's Ponderings*



**You are important** to me, but you're even more important to your healthcare facility, your patients, their families, the hospital staff and the communities you serve.

With the current state of our healthcare systems, we often have to adapt to fit into the new system, or find new ways to serve if our facility downsizes or closes for a time. We, the TAHV Board of Directors, want to stay abreast of your needs in order to provide whatever assistance you need. The biggest service TAHV can offer is the networking, for it is in meeting and sharing ideas and experiences that we can further the quality of our service, and perhaps advance our fundraising and promotional programs that help our hospitals and staff to do their jobs better when providing medical care for our loved ones. Volunteers today work in traditional roles which are invaluable to the patients, but volunteering has also expanded into many areas of the hospital... day surgery centers, hospices, clinics, gift shops and many other assistive hospital services. Some volunteers work every other week, some almost daily. To replace volunteers with paid personnel would cost our hospitals millions of dollars – maybe even BILLIONS of dollars when you see the numbers of volunteer hours worked JUST in the state of Texas.

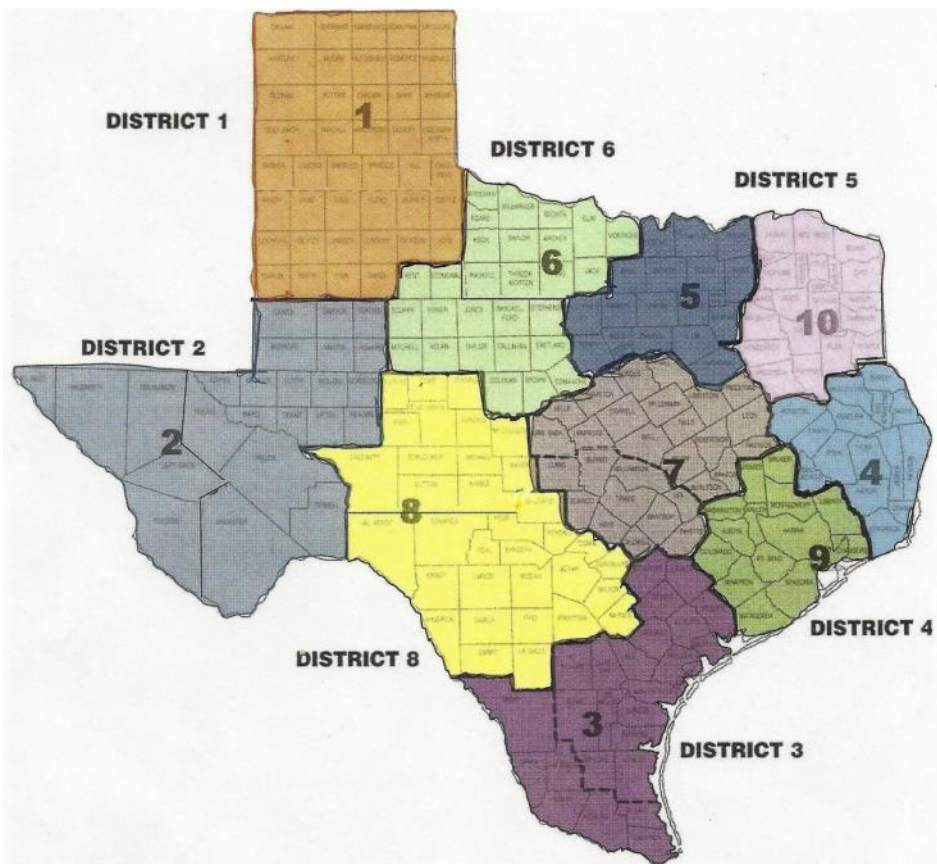
In order to serve you better, we will be sending out surveys after Conventions and District Meetings. We want YOUR input so that we can offer interesting, meaningful and helpful topics at meetings. Of course I want to encourage attendance at Convention, but even more, I want to encourage more attendees from more volunteer groups to come together at District Meetings as these meetings are most affordable and require less travel and no hotel costs. Many more volunteers could benefit from each other's ideas and experiences. So, I'm asking you to give great thought when completing our new survey. We want to offer topics SOOOO enticing and beneficial that MOST members of your group will want to come, and your CEOs and DONs (or CNOs, whichever they are called in your facility) will WANT you to come because of the information you bring back to your hospitals and communities. What would you think of a BYOI (Bring Your Own Ideas) session like that offered at Convention??? It's great for brainstorming and problem solving. Let's work together on your (and my) challenges!!!

The TAHV collects data every fall that we share with the state. It is important to us that every volunteer group complete the report form included in the District Meeting packet and return this report either at the District Meeting or mail it to your District Coordinator. If there is no meeting in your district, the report can be mailed to the TAHV 1<sup>st</sup> Vice President. It helps those who see these results to attribute greater value to the services we volunteers provide. It may make a difference in how your CEO perceives your value, and might influence them to be more supportive of your attendance at District Meetings/Convention or even your participation as a Board Member, serving in a state position. They are typically all about numbers and you can help yourselves by providing the information about what your auxiliary/volunteer group does. You will find the report in this issue to give you a sense of your value and an idea of how much volunteers contribute across the state!!! It's actually quite amazing. Let me call your attention to a couple of the items in the report. With only about 55% of the reports turned in (133 of 235), there are approximately 12,061 Senior Volunteers that worked 2,375,262 hours (that's 2 MILLION 375 THOUSAND, 2 hundred and 62 hours) in the 2015-2016 year. Remember, that's ONLY 55% reporting. Can you only imagine the impressive numbers if we had closer to 100% reporting. Running the numbers (I'm no 'mathematician', but I was good at math, and I did stay at a Holiday Inn Express once)... I see that only 29% of volunteer groups took advantage of the District Meetings. In case that doesn't get your attention, 535 volunteers attended District Meetings. Remember with 55% of 'auxiliaries' reporting, that's what percent of the total of 12,061 volunteers??? That was just under 0.05% .... that's one half of 1%!!! When District Meetings are over, the attendees go home enthused to share the ideas they heard and what they learned from their fellow volunteers. If more volunteers came, just think of the enthusiasm and motivation that would spread through our volunteer force. I encourage every one of you Auxiliary Presidents receiving the Outlook, to encourage your fellow members to take advantage of this great resource that's here for you. **JUST IMAGINE IF WE COULD GET EVEN 10% OF OUR VOLUNTEERS TO ATTEND DISTRICT MEETINGS!!!! THE THINGS WE'D LEARN!!!! THE PEOPLE WE'D MEET!!!! THE NETWORKING WE COULD DO!!!**

My year as President is coming to an end. It's too late for me to enjoy meeting a greater percentage of all you wonderful volunteers that give your time and talent to your healthcare facilities, but please encourage your peers to come out and meet JoAnn Goodwin, the TAHV President for 2017-2018!! I can guarantee you that I'll be at the District 6 Meeting! It's my home district and I'll bring as many as I can talk into coming. I'll be the Editor of the Outlook once again, and maybe I'll try to attend a couple of other District Meetings if they're not too far away.... as the "Outlook Reporter". I hope to see many of you at the upcoming Convention in The Woodlands! It's going to be a good one!!! Come if you can!!!!

## How much more impressive would this be with 100% reporting??

2016 STATE REPORT FROM DISTRICT MEETINGS																						
		District 1		District 2		District 3		District 4		District 5		District 6		District 7		District 8		District 9		District 10		Total
Healthcare Groups Attending Meetings																						
		(18)	0	(18)	12	(26)	13	(10)	0	(34)	16	(21)	9	(32)	0	(23)	8	(37)	0	(17)	10	68
Number Attending		0		92		112		0		73		109		0		56		0		93	535	
Number of Reports		8		14		20		8		24		15		9		10		11		14	133	
Number of Beds		1,248		2,663		4,709		1,338		6,605		1,424		1,319		2,511		3,727		1,968	27,512	
Senior Volunteers		269		943		1,926		451		3,066		708		765		1,156		1,739		1,038	12,061	
Senior Hours		34,689		151,115		451,193		102,105		571,322		120,375		164,221		272,235		279,071		228,937	2,375,262	
YR hours per Vol		129		160		234		226		186		170		215		235		160		221	197	
Junior Volunteers		39		513		698		249		988		156		389		241		422		110	3,805	
Junior Hours		1,414		38,612		61,768		10,776		61,110		9,713		20,240		12,269		34,512		4,285	254,699	
# Scholarships Given		38		81		166		55		198		38		37		65		127		69	874	
\$ Amount Scholarships		22,900		116,900		258,300		61,200		259,450		40,997		131,000		90,100		167,000		\$104,200.00	\$1,252,047.00	
\$ Given to Healthcare Facility		6,600		624,058		700,898		22,742		980,757		337,100		8,000		235,248		479,070		\$200,483.00	\$3,594,955.55	
Non-Cash Given to Healthcare Facility		13,100		27,769		120,379		118,876		176,838		126,447		4,559		51,408		83,791		\$310,575.00	\$1,033,742.96	
Contributions to Community Outreach		2,400		2,512		23,859		12,525		54,699		37,871		0		58,276		66,070		\$28,840.00	\$287,051.71	



## 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!!!

**DON'T FORGET TO SHARE  
YOUR 2017 CONVENTION  
EXPERIENCE!**

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

Send to:  
Judi Winslow at  
mkjudiwinslow@hotmail.com



## Hendrick Hospice Care Center

Reported by **Janice Allen**, District 6 TAHV Board Member,  
Hendrick Medical Center Volunteer

**Hendrick Medical Center Volunteers** from **Abilene** were luncheon guests of Hendrick Hospice Care Center on January 23<sup>rd</sup> to receive both accolades and a 'surprise' for their participation in bringing the Center to reality.

Beautifully decorated tables and a beautiful gold-bound journal awaited and welcomed the approximately 90 guests. Also attending were members of the Center's staff who were available to conduct tours of the spacious complex following lunch. After viewing a video celebrating the 30-year history of Hospice services in Abilene, hospital Vice Presidents Norm Archibald and Brian Bessent gave words of gratitude, then surprised the group with the announcement that the acreage adjoining the Center, called Legacy Park, was to be dedicated to the Hendrick Auxiliary. The Park features extensive walkways, a gazebo, waterfalls and memorial benches and bricks.

One of only a very few stand-alone Hospice centers in the state, the 40,800 square foot Center features 16 patient rooms, a Bereavement center and library, administrative Abilene, hospital Vice Presidents Norm Archibald and Brian Bessent gave words of gratitude, then surprised the group with the announcement that the acreage adjoining the Center, called Legacy Park, was to be dedicated to the Hendrick Auxiliary. The Park features extensive walkways, a gazebo, waterfalls and memorial benches and bricks.

Cost of the project was \$17.2 million with \$10.4 being donated funds. The Center has a staff of 80 employees and utilizes 100 volunteers. The Auxiliary's pledge to the Hospice Center is \$1,000,000. Monies to make this possible come from the Gift Shop, the First Perk coffee bar, and various sales at the hospital.



**The Hendrick Medical  
Board of Trustees  
Recognizes the Generous  
Major Gifts to the  
Hospice Care Center**

**The Dian Graves Owen Foundation  
The Mabee Foundation  
Dr. Bruce and Charlotte Davis  
The Hendrick Medical Center Auxiliary**

**BYOI**  
Bringing Your Own Ideas

**DO NOT MISS THIS on Thursday!!!**

This Convention Event has become more and more popular with each Convention for good reason!!

**THE BEST NETWORKING AVAILABLE ANYWHERE**

**Group Problem Solving**

**Fundraising Ideas that work ... and MUCH more!!!**

The last couple of years we've received requests for more BYOI, so this year, we have added a second BYOI session, so here's the schedule:

**A.M. Session**

**Thursday, May 25<sup>th</sup> at 9:00 AM**

**Topic: HELP..... IDEAS NEEDED!!!**  
**at Towncenter South**



**P.M. Session**

**Thursday, May 25<sup>th</sup> at 2:30PM**

**Topic: GIFT SHOP SECRETS**  
**at Towncenter South**



# Jump Start your Junior Volunteer Program

by **Sandra Pybus**, Memorial Hermann SW Hospital Auxiliary President, TAHV District 9 Board Member

It's that time of year again when our high school students flock to their hospital volunteer office in search of those coveted volunteer hours. If your volunteer program has a junior program, you are beginning to gear up to receive their applications. What an opportunity to help train and form the hearts of the leaders of tomorrow.

We have contacted various volunteer departments from around the state for their ideas on how to attract, utilize and appreciate these young volunteers. Following are a few of their suggestions.

1. **Design your Application form:** Same as your Adult Application, but you will need to add a place for permission from the parent(s) or guardian, if the teen is under 18.
2. **Advertise** in the local newspaper and talk with the high school counselors and local churches.
3. **Formulate the rules** to live by. Every teen needs to know the cans and can-nots for volunteering. For example: rules for cell phone use, ringer off, no talking on cell phones while on the floors, etc. How many hours they must volunteer before having a meal, and type of clothing required.
4. Approach your department supervisors and **determine which departments will accept junior volunteers.**
5. **Design an Orientation for training the juniors.** It's a perfect time for them to ask their questions

Here are a few ideas for junior volunteer job descriptions from TAHV member hospitals.

- ⇒ **Gift Shop** – cleaning, inflating balloons, stocking
- ⇒ **Filing Department** – labeling, hole punching, sorting, organizing files
- ⇒ **Information Desk/Center** – greet guests, help find room numbers for patients
- ⇒ **Wayfinder Desk** – escort guests to different areas of the hospital
- ⇒ **Transport** discharged patients to the pick-up area
- ⇒ **Volunteer Office** – assist with errands, labeling, sorting, scanning, answering the phone
- ⇒ **Deliver newspapers and mail** to patients
- ⇒ **Hospital patient floors** - assisting nurses as needed
- ⇒ **Sell snacks & beverages** from a cart all over the hospital
- ⇒ **Fundraising activities**
- ⇒ **Changing the clocks** in patient rooms

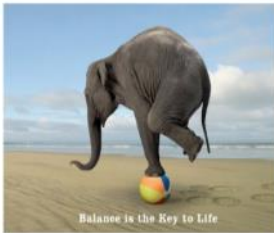


Finally, at the end of the summer, **throw a party!!** It can be as easy as using your hospital cafeteria. If you have enough pizza and soft drinks, everyone will be happy!!

If you would like examples of anything listed above please email me at [stpybus@sbcglobal.net](mailto:stpybus@sbcglobal.net).

A big thank you to **Driscoll Children's Hospital, Christus Spohn Health System, Cuero Hospital, North Bay Hospital, Memorial Hermann SW Hospital and Texas Scottish Rite Hospital for Children** for their input.





## Finding Balance...

by Lilliam Santana Barrera, DVS, Mission Regional Medical Center, Coordinator for District 3 Meeting in Mission, TX

There are steps you can take to change what isn't working and get back some control and balance in your life. Once you start making changes you will start seeing results that will better prepare you to maintain balance. We must remember to make change gradually, small adjustments over time, if we try to change everything at once we might end up overwhelmed.

Some tips to help you find balance:

**Turn it off** – Disconnect on the weekend. I hear the excuses already, but try it, at least for one day or even a few hours each night. Put the phone down and turn off the computer. Give your work brain a rest. Spend the extra time actually interacting with your family and friends!

**Simplify your schedule** – It's a given that if your life is overflowing you will never be able to achieve balance and manage it all. It's just not possible. Don't spend what you don't have, learn to be happy with what you have. Say no to everything that is either not essential or doesn't add something valuable to your life.

**Pay attention to your health** – We hear this over and over again, but many times pay it no mind. We know what we need to do, but it isn't a priority until we have a health crisis. Our health really does affect the quality of our lives and our work. We are far more productive and happier when we get enough sleep, eat a little healthier and fit in some type of activity.

**Be clever (declutter)** – Minimize the negative influences around you. Avoid toxic people (complainers, whiners, poor attitudes.) If you can't completely avoid them, at least minimize contact and tune them out as much as you can. Surround yourself with positive, supportive, can-do people whenever possible.

**Make time for you** – Making time for you is probably the hardest thing to do for the typical overworked and overwhelmed person, but it is crucial for lowering stress, increasing happiness and encouraging creativity. Some things to try; meditate, write, sketch, do some yoga or simply sit quietly for a few minutes each day and do absolutely nothing.

**Relationships do matter** – Set aside quality time with your family and friends. Don't just sit in front of the television, really connect and pay attention to those you care about. Make a date with your significant other, have coffee with a friend, play a game with a child. Really get to know the people around you.

**Do something calming**– Get a pedicure or a facial. Better yet, schedule a massage. It doesn't need to be costly; a glass of wine, your favorite coffee or tea, a delightfully scented candle or beautiful flowers will make a huge impact.

**Get moving**– Take a walk and pay attention to what's going on around you. Take a new route, visit a new town or try being a tourist in your own. Attend a local performance, play amateur photographer or go to the park and watch children play. They really know how to enjoy life!

**Do something creative**– Take a class, learn to paint or try something new that you've always wanted to learn. Read a book that sparks your interest or try listening to uplifting music. Find what interests you.

**Find time to have a blast**– Laugh, joke, play, find your sense of humor, subscribe to a daily joke or get a tear-off calendar. Nothing makes you feel better as fast as a good old-fashioned belly laugh.

### Wise Words to Consider:

*"Various changes that have affected our organizations, whether due to insurance reimbursement, buyout by systems or cuts in federal funding, have had an impact on various departments in our hospitals. Volunteer department leaders have been asked to do more with less, or the personnel have been reduced or eliminated. Despite all the changes that are occurring in our individual hospital, one important aspect is that **we should be agents of change.** We must measure our impact and be able to show a value for our department. In a nutshell, **we have to align the services we provide with the hospital's mission.** We must be able to articulate how our services are beneficial to the customers experience. We must stay engaged and be the storytellers of the impact of the services our volunteers provide."*

By Lilliam Santana Barrera, DVS, Mission Regional Medical Center



## Volunteers from Corpus Christi/ Aransas Pass Enjoy Uniform Luncheon

By **Norma Burnside**, Volunteer at CHRISTUS Spohn Hospital-South, TAHV District 3 Board Member

The **Council of Healthcare Volunteers** met for their **Uniform Luncheon** on April 19, 2017. This Council is made up of 5 Hospitals from Corpus Christi: **Driscoll Children's Hospital**, **CHRISTUS Spohn Hospital-Memorial**, **CHRISTUS Spohn Hospital-Shoreline**, **CHRISTUS Spohn Hospital-South**, **Corpus Christi Medical Center-NW**, and **Care Regional Medical Center** from Aransas Pass. The volunteers from these hospitals work hard to contribute to a joint fund which is contributed to the Del Mar College Nursing Program to be used for scholarships for deserving students. As in the past, the Council was able to donate \$5000.

Two guests came to the luncheon to honor the volunteers. **Nicole Silva**, a previous scholarship recipient, thanked the volunteers and told of her personal experience and what the scholarship meant to her. Also representing **Mayor Lucy Rubio** was the **Mayor Pro-Tem** who read the Proclamation naming April 19, 2017 as "**Council of Healthcare Volunteer Day**".

The volunteers enjoyed **door prizes**, a **50-30-20 Raffle** and a **Pacific Islanders Polynesian Show**. Dancers, **Angelica & Kuana** performed in beautiful costumes. Several volunteers were invited to join in the Polynesian style dancing and had great fun! It was wonderful to see senior citizens "moving around" Polynesian style and enjoying themselves.



*Our talented Polynesian dancers, Angelica & Kuana*

### *Let's Support Those Who Support Us!!* ***Our Vendors and sponsors for the 2017 State Convention***

VENDOR	Contact	Telephone No	E-Mail Address
Designer Fragrances & Cosm	Victoria Pollak	713-594-0681	<a href="mailto:fragrances@windstream.net">fragrances@windstream.net</a>
Gold 'N Visions LTD	Scott Almand	936-633-2476	<a href="mailto:scottalmand@goldnvisions.com">scottalmand@goldnvisions.com</a>
<b>Indesign (Online Sellers)</b>	<b>Chris Roberts</b>	<b>214-693-1394</b>	<a href="mailto:Chris@indesignsw.com">Chris@indesignsw.com</a>
J.A. Alexander	JoAnn Alexander	<b>214-797-0700</b>	<a href="mailto:jaalexander@sbcglobal.net">jaalexander@sbcglobal.net</a>
<b>Kilbourne &amp; Kilbourne</b>	<b>Tom Kilbourne</b>	<b>800-967-0800</b>	<a href="mailto:Kilbourne@KK-Awards.com">Kilbourne@KK-Awards.com</a>
<b>Luxury Linens</b>	<b>Vickie Robinson</b>	<b>918-605-7755</b>	<a href="mailto:vckrobinson7@gmail.com">vckrobinson7@gmail.com</a>
<b>Masquerade</b>	<b>Margaret Kreyling</b>	<b>865-212-0101</b>	<a href="mailto:margaretkreyling@aol.com">margaretkreyling@aol.com</a>
Scrubs & Beyond, LLC	Kimberly Riggs	314-283-7281	<a href="mailto:Kriggs@scrubsandbeyond.com">Kriggs@scrubsandbeyond.com</a>
Shader Productions	Sandy Shader	281-380-7572	<a href="mailto:shaderproductions@hotmail.com">shaderproductions@hotmail.com</a>
<b>BOLD denotes SPONSORS</b>			

## Educational Topics for Volunteers



At the 2016 TAHV Convention we introduced you to **Educational Topics for Volunteers (ETV)**, formerly "Traveling Topics". We also have a new ETV Logo, which will identify our programs, and we feel it is colorful and eye catching. One of our past president's granddaughters, Addie Wolff, designed it for us. This keeps it all in the family. We hope you like it. The purpose of ETV is to provide Texas Volunteers with informational and educational materials (in this case, Power Point presentations) for training or review at your meetings or for a work day or seminar. We would also welcome your critique and what other topics you would like to hear/learn more about?

At this time we have three power point programs completed: 1) Customer Service, 2) Learning Not to Fall, and 3) Teen Volunteering. They will be ready to go by Convention 2017. We expect to have 'Recruiting and Retention' finished at about that time, and may be requested for a later date.

**We plan to have the Power Point programs on display at Convention and as an introductory special, we will have 100 flash drives with all three programs available at the ETV Booth ... one flash drive per volunteer group.** You can share it with your volunteer group at one of your group meetings or at your district meeting. We feel it will be informative and serve as a good way to build excellence in your program.

At convention you will get more information as to how you might obtain one or more of our power point presentations.

**Be sure you stop by the ETV Booth!!**

See you at Convention 2017,

**Norma Burnside**

**Roz Shinn**

**ETV co-chairs**

*"There are people who make things happen, there are people who watch things happen, and there are people who wonder what happened. To be successful, you need to be a person who makes things happen."*

-Jim Lovell, Apollo 13 Astronaut

## One Reason I Volunteer

By **Lynda Rubey**, Garland Health Care Auxiliary. Baylor Medical Center of Garland

The other day while working the information desk, I noticed we had a 99 year old lady in the ER. So, I decided to visit her. I figured someone at that wonderful age needed company and I might be able to make her day a little brighter.

Well, to my surprise, this wonderful lady was sitting on the side of the bed with curlers and bobby pins in her hair. We had a wonderful conversation and one I will always remember. She stated to me that when she was 89 years old, she decided to move closer to her family, so she moved next door to her daughter, into a two story home. All of the bedrooms are upstairs. This spunky 99 year old lives alone, walks up and down the stairs and cooks most of her meals. I asked her what her secret for her longevity was, and she stated she is so blessed for every day and wakes up with a glorious and positive attitude. I told her she was such an inspiration to me and thanked her for allowing me to visit with her. Instead of helping *her* see a brighter day, she turned the tables on me and made me see a brighter day.

Thank you sweet 99 year old lady and Happy 100<sup>th</sup> Birthday in December!

## Coming soon....

Your opinion is important to us. We will be instituting surveys to find out what you most want and need, and then determine how well we deliver on what is important to you. Please help us by taking the time to share your ideas and thoughts with us. We want to meet your needs in this ever-changing volunteer world. We want our educational offerings and networking to be just the best, and we want to address issues that you might have. Most often you are not the only one with a particular problem, and it's good to see how others have solved it. Also, if something unique is working for you, you may be able to help us bring it to others. After all, we are not in competition, we are volunteers, trying to bring our best to our patients and healthcare institutions, and we can learn much from one another!!!

### YOUR DATABASE UPDATES ARE IMPORTANT!

Please use the "Database Update" form from the TAHV website ([www.tahv.org](http://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](mailto:Stephen@txapples.com)

(A form will be sent to you!!)



# The Woodlands at Night

*Take a walk, enjoy the magical enchantment of The Woodlands.*



## **TAHV needs YOU!!!**

Texas is a very BIG state and as an organization for volunteer information and education, it's important to be represented throughout the state. Better access to TAHV member organizations allows "the Board" to be more aware of local activities, of volunteer needs thus improving involvement, plus it lets your voice be heard. I find it an honor to be a representative of District 6 on the Board and serve you. I also know that Auxiliary Presidents and District Coordinators make excellent Board Members!!!! Please consider applying for candidacy on the Board where we can enjoy your time and talents in the service of others. Election of Board Members typically occurs at District Meetings in the fall, however the President can appoint Board Members throughout the year as the need arises. If you read the guidelines on [www.tahv.org](http://www.tahv.org), you will notice the responsibility to attend 4 meetings a year, but if you come to Convention, that's where 2 of the meetings are, leaving a fall meeting (beginning of November) and a winter meeting (late February or early March) which cuts down on travel to Austin to twice a year. Our greatest need is in District 1 (see map on page 5), the panhandle. Next is District 7, the Austin area .... conveniently close for travel. Lastly, we have but one member from District 10. *If you have any desire to make a difference in the best volunteer support organization in Texas, please contact me ([mkjudrwin@hotmai.com](mailto:mkjudrwin@hotmai.com)).*







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