



OUTLOOK

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Healthcare Volunteers, Inc.
www.tahv.org

NEW YEARS 2020



happy new year

WHAT'S NEW AND UPCOMING?

Branding our TAHV logo

by Mary Pfeffer,
Chairman – Marketing Committee

Look at our new branded logo

shirts and tote bags!!! A “must have” item for our Board Members as we make contacts representing TAHV and promote our great organization. Board Members will be wearing these bright “sunflower yellow” shirts at Convention so it will be easy for attendees to identify a Board Member who can assist with directions, instructions or answers to questions. As for the tote bags, Board Members can also purchase these for \$8.00 at the Winter Board Meeting (February 8th & 9th), but the good news is....

EVERYONE!!!

The bags will also be available for purchase at Convention.



A Holiday Outlook

We on the TAHV Board of Directors hope you had the best of holidays. The spirit of the holidays is for family and friends – for giving and for enjoying. It's a perfect season for volunteering too. Spreading holiday cheer is something we're particularly good at, and it's catching!! Think of those who don't have family to spend time with or find themselves in the hospital. How welcome is a smile and a little conversation! In fact, I know some volunteer elves that bring gifts to patients in their hospital on Christmas Eve. Others provide music to lighten the mood. Then, there are those volunteers that busy themselves making tray favors to brighten this and all holidays throughout the year.

There are other good things about volunteering this time of year. We're often caught up in the whirlwind of the season. Giving to those less fortunate reduces stress and it also builds personal relationships and helps us to appreciate what we have. The best thing about volunteering is that we get back just as much if not more than we give. It makes the season even more special – both for the patients and those who bring good cheer and give of themselves.

As you look through this issue, you'll see the heart of the season. You'll see the camaraderie of volunteer groups joining together with purpose and enjoying one another while working toward a common goal. Maybe you might see an idea to use with your volunteer group to motivate and encourage – to provide fun and in doing so build a successful meaningful volunteer experience.

President's Message

By Gypsy Hufnagle



Have you ever thought...Time is just flying by?? Here we are with another new year upon us and I am sure it should only be mid-summer 2019! I have heard the most beautiful moments always seem to accelerate and slip beyond one's grasp just when you want to hold onto them for as long as possible.

It seems the case during our District Meeting tour this September and October. The "Traveling Trio" Kathy Jenkin, President Elect, Sue Kaulfas, 1st Vice President and I started our adventures across Texas on September 8th. We had an absolutely wonderful tour, meeting volunteers throughout Texas. Not only did we enjoy district meetings that were informative and educational, we were the best traveling buddies ever! Let me take you on the tour as we experienced it!

District 5 Meeting was hosted by **Parkland Hospital and Health System**. Thanks to District Coordinators **Mary Ann Blome** and **Dona Bauer** for an informative speaker on PTSD, wonderful food and fellowship. District 5 always has a large attendance and this year didn't disappoint.

The Trio moved on to Graham in **District 6**.... Another wonderful district meeting was planned by District Coordinators **Nancy Hayes** and **Mary Braddock** from **Graham Regional Medical Center**. Everything about the District 6 meeting was great including the location at the Wildcatter Ranch and staying at Nancy Hayes' lake house with restful evenings on the lake.

On to our **District 1** meeting in **Lubbock** that was held at **University Medical Center**. District Coordinators: DVS **Susan Bailey**, and **Bertie Treadaway** along with their volunteers at UMC hosted a dinner for us upon our arrival. The District Meeting was well attended, and we really enjoyed the information on the volunteer projects.

The **District 2** Meeting Coordinators were DVS **Amy Miramontes** and DVS **April Adams** from **Big Spring Medical Center**. Our speaker on PTSD was excellent and answered many questions about PTSD from the attendees. Since PTSD is the President's platform this year, it was fulfilling to know

that just maybe someone attending might be helped by hearing this information. One of the highlights of our traveling adventures was our stay at **The Settle's Hotel**, which is in the National Book of Historic Hotels. Built in the 1930s, this restored art deco hotel is a must visit when in west Texas.

Next stop... **District 8** at **Shannon West Texas Medical Center** in San Angelo. One again we were treated to a wonderful dinner hosted by the auxiliary members and TAHV Board members **Sue Bramhall** and **Barbara Wright**. **Cheridan Lyons**, DVS and District Coordinator, planned our meeting at the San Angelo Performing Arts Center with the help of many volunteers. It was another well attended meeting with informative speakers and fellowship. We all enjoyed a musician from the San Angelo Orchestra who sang songs from the decades starting with the 1920s.



The Traveling Trio—(L-R) Sue Kaulfas, 1st Vice President, Kathy Jenkin, President-Elect and Gypsy Hufnagle, President

The **District 3** Meeting was held in McAllen which was a loooooong way from San Angelo, so we stopped in Bernie, TX to rest a night. District Coordinators for the District 3 meeting were DVS **Joel Pena**, from **South Texas Health Systems**, DVS **Lorraine Gonzales** from **Valley Baptist Medical Center, Brownsville** and DVS **Katie McCarty** from **Valley Baptist Medical**

Center, Harlingen. The trio toured the South Texas Health Systems Heart Hospital, a 65 bed facility which gave insight to the dedication of doctors and nurses in the cardiovascular field. An election for a TAHV Board Member was held and I am pleased to announce **Carol Coburn** from **Knapp Medical Center** will be joining the TAHV Board of Directors. We welcome Carol to the Board!

The Traveling Trio took a few days off before traveling on to **Texarkana**. *Do you know how many miles from McAllen to Texarkana? Exactly 698 miles!!* Anyway, the **District 10 Meeting** was hosted by **Wadley Regional Medical Center** at the **Texarkana Convention Center**. District Coordinator **Sherry Brittenham's** efforts really showed with numerous speakers on a variety of health-related subjects which we all enjoyed. The following day the trio visited Wadley Regional Medical Center and met the ladies who make amazing crafts for their Valentine's Day Sale. Very Impressive ladies!

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Tidings from TADVS

by Herb Looney, President, Texas Association of Directors of Volunteer Services

The TADVS managers and Directors were excited to welcome the Christmas season and all the fun that our volunteers had. The warm greetings are even more exciting as the colder air creeps in. Time to dig out those scarfs and hats to ward off the breezes from the north.

We welcome all the new volunteers and want them to know we are available to assist them as they learn what the true meaning of service really means. Can't think of a better time to see the season of giving in action and, the gift shops were all full of Christmas gifts surrounded by the red and gold ribbons. I couldn't resist the stuffed animals and chocolate marshmallow Santas I found there.



I know your DVSS are all fired up after attending the National Conference of AHVRP in Dallas in September and have lots of great ideas to make the volunteer experience even better. We heard from some great speakers and met folks from hospitals on the East and West coasts and in-between. It is amazing what we learned by just having a little time to talk with one another and share ideas to make your service more enjoyable and fulfilling. With that in mind, we are looking forward to having our state TADVS education conference in San Antonio in February.

Hope you all had a wonderful Christmas and a Happy New Year with friends and family.

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

Ask the Parliamentarian

Call Stan Simmons

With your Bylaws Questions

903-624-9918

President's Message — continued from page 2

Final stop...Houston! The **District 9 Meeting** Coordinators and TAHV Board members **Melva Harris** and **Sandra Pybus** once again chaired a fantastic district meeting hosted by several district hospitals working together for the second year in a row. The attendance was high and all enjoyed speakers and prizes. The Election for the Board of Directors was held, and I am pleased to welcome **Dave Westerhaus** to the TAHV Board from **CHI St Luke's Medical Center**. The Traveling Trio stayed the night at the home of our friend and Board Member Sandra Pybus and enjoyed fun, fellowship and a great home cooked meal!

Traveling throughout Texas as your TAHV President has been an incredible adventure. Meeting so many dedicated volunteers who give their time and talents freely from Lubbock to McAllen and all our meetings in-between has been a gift I won't soon forget. Volunteers are valuable assets to our healthcare facilities. **Never forget that each one of you are priceless!**

I announced the election of new Board Members!! Well, elections are held every other year in TAHV's 10 Districts. Even numbered districts elect board members in even years and odd numbered districts elect in odd numbered years. Thus, this year the odd numbered districts held elections for a new member. Districts 1, 5, and 7 did not have any applicants. In addition, the President may appoint TAHV Board members as stated in the TAHV Bylaws. With that said, I am pleased to announce three more new members to our Board: **Pamela Andrews** and **Gracie Sanchez** from District 2's **Odesa Regional Medical Center**, and **Barbara Long** from District 6, **Hendricks Medical Center** in **Abilene**.

Looking forward: **Our annual TAHV Convention will be held May 17 -19 at Moody Gardens Hotel and Convention Center in Galveston**. We are in process of planning your 2020 Convention with amazing speakers, Vendor Fair with new vendors, Silent Auction, Door Prizes and many surprises! Convention packets with complete convention information will be mailed to you in February. **Don't miss your TAHV Convention this year in Galveston!!! MARK YOUR CALENDARS!!!**

Send articles/pictures for the Outlook!!!

*Let's learn from and celebrate one another!
If your volunteers were involved in something unusual or exciting for the holidays, send it in with pictures for the next holiday season while it's fresh in your mind.*

Send to: Judi Winslow at
mkjudiwinslow@hotmail.com

A Creative Way to Donate

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



Juanita Guthrie is shown with the lap quilt she won.

Every year the TMC volunteers sell T-shirts to the employees that they wear on Fridays during Breast Cancer Awareness Month (October). Mary collected some of them and decided to try her hand at making a T-shirt blanket which she had never done before. When she got it finished, she put it on display and sold raffle tickets with the intent of donating the proceeds to Reba's Ranch House (named after Reba McEntire, a longtime supporter of TMC and the Texoma area in general).



check out rebasranchhouse.org

Reba's Ranch House is located directly east of the Texoma Medical Center Hospital and houses families when they have loved ones in the hospital. It provides a home-like setting with kitchen, playroom, a living room type area, laundry facilities, and just about anything one could use while away from home. If you would like to know more about Reba's Ranch House,



Marilyn Bice (left), Director of Reba's Ranch House, accepts check from Volunteer Mary Pfeffer.

Putting Ideas to Work

by Pamela Seay Andrews, Medical Center Health System Volunteer, District 2 TAHV Board Member

After the 2019 TAHV Convention in Frisco in May, MCH Odessa Volunteers went home and installed a 42" TV behind the Volunteers Front Desk that displays events, photos, and quotes about volunteering. We now have volunteer applications at the Front Desk and just this week added 4 new volunteers to our program!! All this was the result of listening to suggestions from other TAHV volunteers at the May 2019 convention.



Working the Front Desk are volunteers Mary Lou Anderson (L) and Judy Herron (R)





THA Thanks Our Hospital Volunteers, Looks Forward to 2020

By Ted Shaw, President/CEO, Texas Hospital Association

When a year draws to a close, it's natural to look back and reminisce about one's past accomplishments and challenges, life changes and opportunities for growth that lie ahead.

THA extends its gratitude to hospital volunteers for the work you have done and continue to do to provide compassion and support for those who are sick or suffering. Your work is as instrumental to patients' and their families' health and healing as medicine, surgery and any other type of medical treatment. The communities we serve are better because of it.

As 2019 comes to an end, Texas hospitals, and the volunteers and caregivers who work in them, can certainly look back on their work over the last year with pride. From legislative wins to quality improvements, we made great strides together. And we're not done yet. With a new year comes a new season of change and opportunity for us all.

Throughout the next year and those beyond, the Texas Hospital Association will continue to serve as the unified voice for Texas hospitals and represent your interests and those of the patients you serve.

On the operations side, Texas hospitals will continue the shift toward value-based payment models by using data-driven insights and participating in vital quality initiatives. Our compassionate and courageous hospital volunteers and clinical teams work every day to provide the best possible care for patients. And THA is here to help you do that.

We will focus on compassion and prevention. We will advocate for the funding hospitals need to deliver quality care. We will find innovative ways to cut costs and improve efficiencies. We will continue to set an example for the nation for what can be accomplished when we work together and put the patient first. Texas hospitals will cure diseases, provide comfort and ease pain. Our hospital volunteers provide the caring and warmth that makes healing possible.

This was a good year. And 2020 will be even better!

Honoring our Volunteers

by **Pamela Andrews**, Medical Center Hospital Volunteer, District 2
TAHV Board Member

Medical Center Hospital had their **Annual Awards Celebration** on November 12th and several of the volunteers received either their 5, 10, 15, or 20-year pins. As well, **Sue Kettle** received the **Louise Hudson Award** which is an award given for the most distinguished volunteer each year. Sue is the MCH Secretary and has been a volunteer for many years.



Sue Kettle



Ms. Faye Smith

Ms. Faye Smith received the **Volunteer of the Year Award** and has been volunteering 5 days per week from 7:30 AM - 5:00 PM for over 15 years. (That's a lot of volunteer hours!!!!) Both are very special ladies!



A District Meeting Collage....

What goes on at a District Meeting?



A Welcoming Meal with the "Traveling Trio"



A gathering for District Meetings



Educational Guest Speakers on various topics



Sharing a meal—networking



Thought for the Day by President Elect



Roll Call by the First VP

A District Meeting Collage....

What goes on at a District Meeting?



President's Message



Board Members present taking pictures with the "Traveling Trio"



The President Presenting District Coordinator Pins



Accepting donation for Gifts and Memorials Foundation



Enjoying Hospital Tours at Most Locations

Wow! Bet you didn't know all of that was going on at those District Meetings, did you?

Additionally, know that a Continental-Style Breakfast and Luncheon are included in the very reasonable Registration Fee.

Now that you do, we know you'll want to be there, so.....

See you next year??

An Opportunity NOT to be Missed.....

by Pamela Andrews, Medical Center Hospital, Odessa, and District 2 TAHV Board Member

Have you been wanting to go on an inexpensive, all-inclusive CRUISE? Well... many of the MCH volunteers who are attending Convention will be going on a 5-day cruise to **Cozumel** out of Galveston just prior to Convention. The actual dates are May 11-15th. We reserved a cheap hotel fairly close to the cruise port for Sunday night the 10th for those of us who live a ways away and for the Friday night return. Then we will stay at Moody Gardens Saturday- Tuesday for Convention. We'd love to have you join us.

MCH HAS INVITED ALL VOLUNTEERS FROM TAHV TO JOIN THEM IN THIS WONDERFUL ADVENTURE! We have obtained a special rate through Royal Caribbean for around \$400.00 for the all-inclusive cruise on the ***Enchantment of the Seas*** by Royal Caribbean. So far, we have obtained 14 cabins. As well, several of the volunteers that are not attending Convention are

taking their adult daughters or their mothers as a bonding time for all. So, whether you are attending Convention or not, we would still love to have you join us on the cruise. We are even having shirts made so that we will recognize each other. Want details? Contact Pamela Andrews at piseay4@att.net or if you don't have email, at [405-323-0387](tel:405-323-0387).



Shannon Volunteers Love Christmas

by Erlinda Cline, Shannon Medical Center
Volunteer, San Angelo

Many volunteer groups play a part in decorating their hospitals. Shannon volunteers look forward to this time of year for hospital and tree decorating which has been our project for many years. Here's a pictorial summary of some of our activities, namely tree decorating and our well-attended Annual Shannon Volunteer Christmas Party which takes place at the San Angelo Country Club.



(Ladies decorating naked tree) Connie Rogers (left), Vickie Hall (right)



(L>R) Sue Bramhall-Recording Secretary, Connie Rogers-President, Barbara Wright-Treasurer, Judy Waddell-VP of Community Service, Cherryl Howard-Corresponding Secretary, Vickie Hall-President-Elect, Susan McDaniel-Historian.



Caption: Sue Bickham, G&M Foundation Director (center) receives \$1,000 donation from CHRISTUS Spohn volunteers Ruth Vermace (left) and Lynne Flemming (right)

Gifts and Memorials Foundation Donation

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

The Volunteers of **CHRISTUS Spohn Hospital Corpus Christi - South** made a generous donation to the **Gifts and Memorial Foundation** at the 2019 Convention in Frisco. Their Executive Board voted to donate \$1,000 from the **Marjorie Hayes Scholarship Fund** to help support the Foundation's efforts to provide scholarships to worthy students in the healthcare field.

Those who attended the Convention are aware that the Gifts and Memorial Foundation receives their support from donations and from raffles. This is truly a worthy cause. **Any person or organization** can donate, and it will certainly be put to good use through scholarships to very grateful students. Any amount would be greatly appreciated.

We would challenge other volunteer groups to consider making a donation.

Parkland Shares the Holiday Spirit

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

It has been a Parkland Auxiliary tradition to have the Chaplain's choir kick off the December General Meeting but for a second year our Auxiliary and Hospital Multi-faith Chaplain, Stacey Merlin (on guitar) accompanies the "Blue Notes" Choir, Parkland's Police Department, and the Dallas County Hospital District Police Department. The caroling continued from the lobby to the cafeteria and was enjoyed by patients, employees and visitors.

Parkland Health & Hospital System carolers in the main Hospital lobby.



YOUR DATABASE UPDATES ARE IMPORTANT!

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

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

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

Email: danamcginistahv4@yahoo.com

(A form will be sent to you!!)

What Better Time for Wreaths than Christmas???

by **Pamela Seay Andrews**, Medical Center Hospital Volunteer, Odessa, and District 2 TAHV Board Member

In the Spring 2019 issue of the Outlook, the MCH Volunteers made wreaths to earn their way to Convention. They earned enough to bring 12 volunteers including their DVS to attend every offering at Convention! Well, when better to put their wreath-making skills to good use than to make wreaths for Christmas? So, the wreath-makers got together to make beautiful and original wreaths to start collecting funds to help send volunteers to Galveston for the next Convention.



If not going to Convention in May, they could make a wreath for themselves. The ones for Convention were sold outside our cafeteria throughout the next couple of weeks.



A GREAT Stocking Stuffer!!!

By **JoAnn Goodwin**, Brownwood Regional Medical Center Volunteer, District 6 TAHV Board Member

Each year, the BRMC Volunteers make Christmas stockings for each baby born in the month of December! The stockings are large enough for the baby to fit inside upon discharge. Many, many hours go into making these stockings each year as they are made from scratch and decorated individually. BRMC is so fortunate to have volunteers with such kind and giving hearts! FYI, 61 babies were born in December 2019! Babies are a true gift from God.



Shown from L-R; Front Row: **Donna Burleson**, **Judy Miller**, **Leona Jerden**. Back row: **Evelyn Kompier** and **Joy Ivy**. Not Pictured: **Biolanda Villalpando**.

Volunteer Retention ideas...

These quick tips from "VolunteerPro" give us something to consider when addressing volunteer retention.

1. *Participation Efficacy - volunteers need to feel effective, rather than underused or unnecessary.*
2. *Group Integration - volunteers need to feel that they have positive relationships with both their peers and paid staff*
3. *Organizational Support - volunteers need to be able to get help when needed, acknowledgment of work, and feedback on performance*
4. *Perception of Voice - volunteers have a much greater chance of burnout when they feel they have no say in circumstances that impact them.*

A Christmas Fundraiser

by Kathy Jenkin, Driscoll Children's Hospital, Corpus Christi, TAHV District 3 Board Member

This is not a spur-of-the-moment fundraising project but has been a continuing project since 1988. Over the last 31 years, the Auxiliary has helped 100 current and former oncology patients with scholarships.

Artwork is accepted through May 1st from children who are patients of Driscoll Children's Hospital with the consent of a parent or guardian. Then the Holiday Card Committee looks at all the artwork to select top choices for the judges. In June they have a Judges Luncheon where 5 judges select artwork according to specified categories. Their sheets are turned in to the committee where the winners are tallied. At this time, they have sponsors for the Holiday Cards. The first sponsor to turn in their money is first to choose their favorite card. This continues until all sponsors have chosen a card. In August the Committee gathers in the auditorium where they count cards, package and seal the bags of cards. In September there is a Celebrity Party where the artists and sponsors meet and honor the artists.



Pictured here is Fatima, 11 years old, one of our 2019 Driscoll Holiday Card artists. She and her mother Laura were surprised by volunteers from the Auxiliary to **Driscoll Children's Hospital – McAllen** with a t-shirt featuring her pink flamingo card design! The Auxiliary also provided shirts to McAllen oncology patients and staff.

TAHV Stewardship Award for Junior Volunteer Recognition

Do you have a Junior Volunteer in your program that you feel deserves special recognition? TAHV wants to recognize Junior Volunteers that go the extra mile and have made an impact on their hospital program with his/her service to your community. You now have an opportunity to nominate and highlight a Junior Volunteer from your program. The Stewardship Award is a recognition award that will be given to one student per TAHV District. The Stewardship Award will be announced and given out at the 2020 Convention in Galveston. Details and the link to the application form can be found on the TAHV website (www.tahv.org). Applications will be accepted until April 1st, 2020. Please take the time to acknowledge our great Jr. Volunteers! Questions?

The Kindness of a Volunteer

By: Pat Sowder, Ex-Officio Board Member

I recently spent a couple days at the VA Hospital in Temple with my son, AJ, who was having surgery. Surgery is enough stress, but on top of that, two days prior to the surgery his aunt passed away. That meant a trip to Oklahoma Wednesday, Funeral Thursday, Drive to Temple Thursday Night, 4 AM up for Surgery on Friday. Can you say sleepless and stressed?

Friday evening, the menu for dinner was something my son just doesn't eat. He asked if I would go get him some dinner. The day had been very frustrating! Enter the sweetest little man I have ever met, a volunteer, Michael. Overhearing the request as he entered to say goodnight, said, "Well, there's a great restaurant across the street from the hospital." At this point, it was getting dark and late. He walked me to my car, pointed out the restaurant (refused to let me buy him dinner), waited on a bench outside until I returned and walked me back to the hospital from my car and upstairs to my son's room. Even now as I type, I am crying. I love my volunteers!

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