



# OUTLOOK

Published by the  
Texas Association of  
Healthcare Volunteers, Inc.  
[www.tahv.org](http://www.tahv.org)

POST-CONFERENCE 2025

## Your 2025-2026 Texas Association of Healthcare Volunteer Officers

*"Volunteers-the Heartbeat of Healthcare"*



**Dave Westerhaus**  
TAHV President  
District 9



**Kathy Jenkin**  
TAHV President-Elect  
District 3



**Melva Harris**  
TAHV First Vice President  
District 9

**Jimmie Sue Garrett**  
TAHV Second Vice President  
District 9

**Josie Mediano**  
TAHV Secretary  
District 2

**Janice Allen**  
TAHV Treasurer  
District 6



## President's Pins — How to Get Yours This Fall

Many members usually purchase the President's Pin at one of the fall District Meetings. Please note that this year, *The Traveling Trio* will not be visiting every district, but pins will still be available at any meetings that are held. If your district is not hosting a meeting, or if you can't attend another district's event, you can still get your pin by ordering directly from President Westerhaus.

To help keep shipping costs down, please order in quantities of **five or more**. A small shipping fee will apply. Pins are **\$5 each**.

To order, please email Dave at:

[dlwtex\\_tahv@icloud.com](mailto:dlwtex_tahv@icloud.com)

Thank you for your support and for wearing your President's Pin with pride!



**Dave Westerhaus**  
President  
Texas Association of  
Healthcare Volunteers

## On the road with the President

As some of you heard in my first speech as president at the 2025 TAHV Conference, I spent 37 years as a photojournalist for the CBS affiliate here in Houston, covering everything from hurricanes and city council meetings to cult leaders and exploding spacecraft. I also

was honored to be credentialed to be close to several presidents and first ladies (my favorite, of course, was Barbara Bush!).

That all ended when I experienced a heart attack 11 years ago and had triple bypass surgery. Mended Hearts, the peer-to-peer support group for heart patients, helped me more than I could have imagined.

And that's what inspired me to start volunteering, and how I started my journey to be your TAHV president.

It's been an interesting two years on the district meetings road as part of the Traveling Trio— Lynda and Mary, and Mary and Sue—and I greatly appreciate their guidance. I can't wait to visit all of you at your district meetings starting in September as Kathy, Melva, and I start on our next adventure.

When we met with folks at the district meetings, and learned the huge variety of

things you do, I realized that volunteers truly are the heartbeat of healthcare.

You've been where the patients and their families are, and you know how to make a difference. Sometimes it's a kind word, other times it's helping someone navigate the confusing hallways of our healthcare facilities.

Your life skills, your experiences, and your hearts add warmth to what can otherwise be cold, impersonal encounters in the healthcare system.

We'll visit this fall, and I also hope you'll mark your calendars for the June 2026 TAHV Conference at the newly remodeled hotel in San Marcos.

*I'll see you down the road...*  
Dave W.



## SAVE THE DATE



### Texas Association of Healthcare Volunteers Annual Conference

**June 10-12, 2026**

**Embassy Suites by Hilton Hotel  
& Convention Center  
San Marcos, TX**



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

*Share the stories and successes of your volunteer group. Do you have special traditions or unique fundraisers-we'd love to hear about them...and don't forget the pictures. What does your auxiliary plan to do to reactivate and attract new volunteers? Share your stories.*

**Send to: [tahvoutlook@gmail.com](mailto:tahvoutlook@gmail.com)**

UTMB— some of our wonderful volunteers who are 80 Plus!



Staying Young at Heart: The Health Perks of Volunteering at 80 and Beyond

Staying active as a volunteer well into your 80s is one of the best gifts you can give yourself — and your community. Studies show that older adults who continue to volunteer often enjoy better mental sharpness, greater mobility, and a deeper sense of purpose. Lending a helping hand keeps you moving, thinking, and connecting with others.

Volunteering also brings surprising health benefits. It can lower stress levels, boost your mood, and even help maintain a healthy heart. Many seniors find that staying involved helps them sleep better and feel more energetic throughout the day. It’s a meaningful way to stay engaged without feeling overwhelmed.

Perhaps most importantly, being an active volunteer keeps loneliness at bay. The friendships and laughter shared while working together bring joy and build strong bonds that enrich our lives. So whether you’re delivering meals, organizing events, or simply offering a listening ear, your time and care are priceless — for your well-being and for those you serve.

Check out these numbers collected from TAHV members and get inspired

Volunteer statistics are powerful marketing tools that showcase the **impact, dedication, and value** of your organization. Whether it’s the number of hours served, the funds raised, or the lives touched, these figures provide **tangible proof** of the difference volunteers make.

Potential donors, sponsors, and community partners are more likely to support organizations that can demonstrate **measurable success and community engagement**. This year, the conference committee has used these stats to reduce your registration cost by engaging sponsors to offset cost.

Highlighting volunteer stats in marketing materials, social media, and fundraising campaigns helps build **credibility, attract new supporters, and inspires others to get involved**. When numbers tell a compelling story, they transform volunteer efforts into a **persuasive call to action** that drives growth and support.

DESCRIPTION	TOTALS
Senior Volunteer	3,795
Senior Volunteer Hours	2,572,796
Junior Volunteers	1,440
Junior Volunteer Hours	99,985.72
Scholarships Awarded	541
Scholarship Dollars Awarded	\$945,582.00
Cash Gifts to Facilities	\$5,412,935.64
Non-Cash Gifts to Facilities (Equipment)	\$605,009.00
Dollars Awarded for Community Projects	\$273,566.17
Service Hours to Community	5,493

Check out these 2024 numbers and get inspired!

Share these with potential new members, your DVS, your CEO and anyone else who will listen. **Toot your own horn** as the saying goes and most of all, applaud your success and accomplishments! You are awesome!

**Volunteering**  
**Is a work of heart!**







## 2025 Conference Wrap Up-

*Did everyone have fun? What did you bring back to share?*

### Heard it at the Conference...

Stephen and Karen Apple,  
Conference Co-Chairs

Reflecting on the 81<sup>st</sup> TAHV Conference in Frisco, we are tempted to cite the usual statistics and recount the events in chronological order. Rather than tell about the 54 hospitals represented by 235 attendees, the positive post-conference survey results, and the thank you notes we received after we returned home quite exhausted – here are random comments that may trigger funny thoughts and reminiscences for you.

#### Things we learned:

- There are connections that made you what you are today (Dan Acree, Opening Session) and connections that help keep you anchored (Dr. Jessica Gomez, Uniform Luncheon)
- Under Texas law, the elements of identity theft are your name, date of birth, government id, and bank account/routing number. All of our information is out there on the web, available for sale by criminals and purchased by scammers. We have to take steps to protect ourselves, and most incidents of fraud are not even reported to law enforcement.
- Parliamentary procedure is serious business but it can be presented in a fun and engaging way.
- There is a difference between sadness and depression and it helps to recognize the difference.
- Traditional hula dancing from Hawaii is slow and tells a story; dances from Fiji or Tahiti are fast and exciting. President Mary Pfeffer is a good sport and will try anything.

#### Things we heard:

- Too much walking! The conference center is too big and there are too many rooms and they are too far apart.
- Great program booklet – easy to tell what's happening and where to go.
- It's hard to choose which breakout session to attend – they all sound good. [Fun fact: more than half our attendees attended the sessions on scamming – clearly a timely and relevant topic]
- The luau buffet at President's Party was fabulous – that coconut chicken soup, the mango sauce on the chicken, and that ginger sesame salad dressing – delicious!
- Your group is fun and very organized [comment from volunteers from Visit Frisco who staffed the registration desk].

#### Things we realized afterwards:

- It takes a lot of help and focus to make this conference happen, we can count on our volunteers, and we don't



*Leadership taking a well deserved break...L-R: Mary Pfeffer, President TAHV; Roxanne Bartelmey, Conference Treasurer; Stephen Apple, Conference Chair; Mary Pfeffer and Karen Apple, Conference Chair. Who says volunteers aren't fun?!*

thank them enough. Our conference treasurer, Roxanne Bartelmey from Texoma Medical Center, kept us on track. District 5 hospitals all helped with donations and staffing events. Thanks to Texoma Medical Center volunteers for working door prizes, Texas Health Resources Huguely for Silent Auction, and THR Huguely and THR Arlington Memorial for table decorations. All the members who brought door prizes, auction and raffle items brought fun and excitement to our conference.

- The community will pitch in **if you ask**. This year we initiated a campaign for sponsors and received funds that helped offset conference expenses for our attendees. We asked Visit Frisco for help and wow did they come through! VFW ran Bingo Night, Frisco volunteers staffed the registration desk, Frisco Rough Riders' mascot Deuce greeted everyone at Opening Session, the local American Legion post presented the colors and judged our awards.

#### Things the survey tells us:

- The conference is an educational event and breakout topics are most important to attendees.
- Networking is just as important – both structured sharing in BYOI and informal exchanges over meals or in the hallways. Attendees like meeting volunteers from all over Texas: sharing ideas on fund raising, learning what works and what doesn't in recruiting and recognizing volunteers.

Finally, our thanks to Mary Pfeffer for her leadership, enthusiasm, and energy in the planning and execution of the conference. She led the way in getting sponsors, using local talent, recruiting non-members to join us, and making sure that every aspect of the conference was focused on what volunteers want. Recognizing that Frisco is a much more expensive location, Mary focused on sponsor funding to help make the registration fee more reasonable for attendees. The 2025 conference in Frisco cost 17% more, but the registration fee was 18% lower than last year. We are sure that everyone would be shocked at the total cost of food and audio/visual for a conference center event. Some of Mary's ideas may take more time to develop – obtaining corporate sponsors and engaging local vendors – but we have lessons learned from this conference to take us forward.



## 2025 Conference Wrap Up-

*Did everyone have fun? What did you bring back to share?*

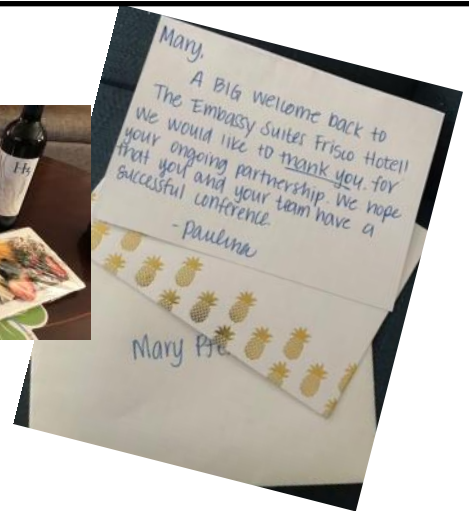


Your feedback is valuable to us!

Please take a moment to complete our survey via the link below, sharing your thoughts on the recent TAHV Conference. Your submission is completely anonymous. The survey link will remain active for 30 days, after which the results will be published in the next Outlook issue. An additional post will also be shared here.

<https://www.surveymonkey.com/r/6H3BV2F>

( If you miss taking the survey, send your comments in a note to [tahv.org@gmail.com](mailto:tahv.org@gmail.com) )



Our newest member attended Conference this year. Welcome, Heart to Heart Hospice!







## 2025 Conference Wrap Up-

*Did everyone have fun? What did you bring back to share?*



The Gifts and Memorials Foundation want to thank all who attended the annual TAHV Conference and supported our scholarship students by purchasing raffle tickets at our table and dropping your dollar bills in the buckets during the Uniform Luncheon. With your help, we raised \$1,129.97 with the two events! That will provide one full scholarship! Thank you for your generosity!

partners with hospital staff to identify needs, find options, test a solution, and help the hospital successfully implement the program, making it a part of the hospital culture. Thank you, THAM Auxiliary for your leadership!



*Past President's Award this year was awarded to Texas Health Arlington Memorial. The subject of the award was personal protection alarms to staff at their hospital. Alerting nearby staff if a member is being threaten or injured while performing their duties. —Presented by President Mary Pfeffer.*

Dee Dee Seidule  
Texas Health Arlington Memorial Hospital  
369 beds  
TAHV Conference

I really enjoyed the TAHV Conference and could tell a lot of people put their hearts and hard work into making it successful. I especially enjoyed the Newcomers overview with Mary Pfeffer. Mary, a dynamic speaker, was the most interesting to me as she gave a wonderful overview of TAHV, the history of it, and the obstacles. I felt she connected with all of us, listening intently to each question, and we left feeling appreciated for all that we do. I could listen to her for 2 hours easily.

*Thank you Dee Dee Seidule for your quick review.  
Comments on the recent conference are welcome. Email to  
TAHV.org@gmail.com*

## THAM Award Winners

The volunteers of Texas Health Arlington Memorial returned from the conference to share their good news with their auxiliary board and hospital: winners again! THAM volunteers won first place for their poster and newsletter and President Mary Pfeffer recognized THAM volunteers with the Past Presidents' Award for Hospital/Hospice In-Service. After an incident at their hospital, the THAM Auxiliary responded to the need for staff and volunteers to call for assistance in the event of violence or assault. They evaluated options and funded a pilot a program of "personal alarms" worn by care members. When activated, the alarm emits an ear-piercing sound, alerting the need for help. Several incidents have proven the value of these alarms in protecting the safety of care members. THAM Auxiliary continues to fund the program, which has been formally adopted by Texas Health Resources as part of their commitment to workplace violence prevention and intervention.

This is the second time that THAM has won the Past Presidents' award – the first was in 2019 for their Final Salute program, which has been shared and implemented in many hospitals across the US. THAM Auxiliary

## STAY CONNECTED WITH OUR WEBSITE OR FACEBOOK



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

Check out the TAHV website. Updates on conference, board actions and more.

**Want to contribute?**

**Contact Mary Pfeffer; email: [tahv.org@gmail.com](mailto:tahv.org@gmail.com) or call her cell at 903.271.9243**

**Don't forget to FRIEND us on Facebook**

From your Facebook page, search for Texas Association of Healthcare Volunteers.





## 2025 Conference Wrap Up-

*Did everyone have fun? What did you bring back to share?*



The keynote speaker for opening session had a great time and was enjoyed by all. The feelings were mutual...

*"Thanks to Mary Pfeffer, this past week, I gave the keynote address at the opening ceremonies of the 81st Annual Texas Association of Hospital Volunteers. Men and women from across the State of Texas gathered in Frisco. What an honor to share my story of people connections and how my life has been enriched by those relationships." - Dan Acree, Keynote Speaker*

## BINGO

Bingo Night was once again a big fan favorite. Thrilled to have our veterans from the Frisco VFW Post 2572 run the games for us.



*There was a farmer had a dog and BINGO was his name...wait, no, that's Tuxedo (Tux)! Tux had a great time at conference and loves his volunteers! See ya next year!*

Do you have questions that come up in your meetings or when updating/writing your Bylaws??

**"ASK THE PARLIAMENTARIAN"**

Call Mary Ann Almendarez with your questions  
832-363-7955

## WE NEED YOUR DATABASE UPDATES

You can find the  
**"Member Update"** form  
on the **TAHV Website** at **www.tahv.org**  
Use the form throughout the year to keep your information current so you don't miss anything!

Download or Print the Form

Send to: Sandra Pybus

74 Heathrow Ln; Sugarland TX 77479

Phone: 832.500.4814

Email to: [stpybus@sbcglobal.net](mailto:stpybus@sbcglobal.net)



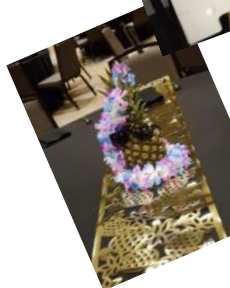
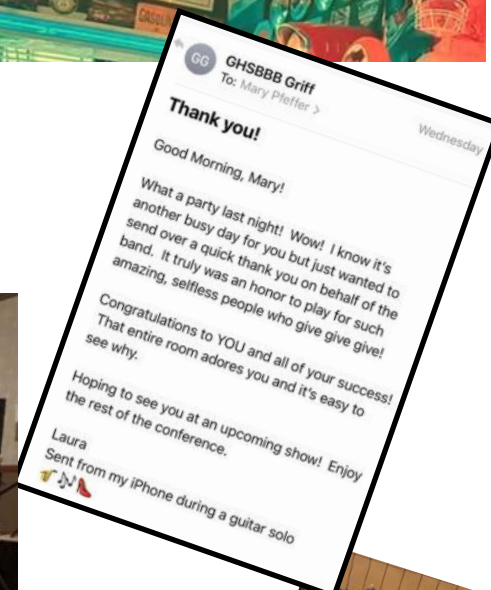


## 2025 Conference Wrap Up-

*Did everyone have fun? What did you bring back to share?*



Alongside an extraordinary buffet prepared by Embassy Suites, these three groups helped round out the evening. Dancers and drummers from Grace Hula Dance Company, Love Handle the Band, and Prop-a-Razzi Photo Booths. A sincere Texas & Volunteer sized appreciation for ensuring the remarkable success of this President's Party.



With the assistance of volunteers from Texas Health Arlington Memorial and Aleta Oppermann & Jeanne Cummings from Sherman Medical Center, the ballroom undergoes its transformation. The theme is ALOHA and it's beginning to exhibit a tropical ambiance. The band, Love Handle, was conducting their sound check and even the staff commenced dancing!

It takes a village or in our case, a small group of talented volunteers!





## 2025 Conference Wrap Up-

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TMC Volunteers traveled to Frisco, Texas for the Texas Association of Healthcare Volunteers three day State Conference. Our group picture at the Hawaiian themed President's Party. If it looks like we had fun, we did!



Driscoll Children's Hospital at the Texas Association of Healthcare Volunteers conference.

**Quick places for keeping in the know....**

**TAHV Website:**

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

All things TAHV and conference related are available here.

**Facebook:**

Texas Association of Healthcare Volunteers  
Read and share stories about your volunteer group and the upcoming conference.





## 2025 Conference Wrap Up-

*Did everyone have fun? What did you bring back to share?*



Conference Chair Stephen Apple presents Mary with an engraved crystal plate for her service as President to TAHV.

Passing of the Gavel. New President Dave Westerhaus presents outgoing President Mary Pfeffer with the traditional gift of a Texas shaped pendant.



Installation of new officers performed by Elizabeth Hagens, Spiritual Care Liaison at Baylor St. Luke's Medical Center/Houston.



President Mary Pfeffer gives a special thank you to her Conference Treasurer, Roxanne Bartelmey. An award of appreciation and a new nickname of 'Bucks'.



Conference Treasurer Roxanne Bartelmey has officially paid our hotel bill. Guess the party's over and her job is almost done.





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## 2025 Conference Wrap Up-

*Did everyone have fun? What did you bring back to share?*

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### **Congratulations to our talented Award Winners!**

#### **NEWSLETTERS**

##### **1-320 Beds**

1<sup>st</sup> Place UMTB Angleton Danbury Campus

2<sup>nd</sup> Place Citizen's Medical Center

##### **321-800 Beds**

1<sup>st</sup> Place Texas Health Arlington Memorial

2<sup>nd</sup> Place Texas Healthy Hugley Ft. Worth South

#### **POSTERS**

##### **0-100 Beds**

1<sup>st</sup> Place Texas Health Arlington Memorial

2<sup>nd</sup> Place Uvalde Memorial Hospital

##### **101-360 Beds**

1<sup>st</sup> Place Texas Health Hugley Hospital Ft. Worth South

2<sup>nd</sup> Place St. Luke's Memorial Hospital

##### **361-450 Beds**

1<sup>st</sup> Place Texas Health Arlington Memorial

2<sup>nd</sup> Place Texoma Medical Center

##### **451-800 Beds**

1<sup>st</sup> Place Memorial Hermann Southwest Hospital

2<sup>nd</sup> Place Baylor St. Lukes' Medical Center

#### **TRAY FAVORS**

##### **0-75 Beds**

1<sup>st</sup> Place Hamilton Healthcare System Hamilton General Hospital

2<sup>nd</sup> Place UTMB Health Angleton Danbury Campus

3<sup>rd</sup> Place Covenant Health Plainview

##### **76-220 Beds**

1<sup>st</sup> Place CHRISTUS Spohn Hospital Corpus Christi – South

2<sup>nd</sup> Place Medical City Decatur

3<sup>rd</sup> Place Sherman Medical Center

##### **221-402 Beds**

1<sup>st</sup> Place Shannon Medical Center

2<sup>nd</sup> Place Texas Health Hugley Hospital Ft. Worth South

3<sup>rd</sup> Place Medical Center System Odessa

##### **403-600 Beds**

1<sup>st</sup> Place Memorial Hermann Southwest Hospital

2<sup>nd</sup> Place Valley Baptist Medical Center Harlingen

3<sup>rd</sup> Place Texoma Medical Center

#### **SCRAPBOOKS**

##### **0-100 Beds**

1<sup>st</sup> Place UTMB Health Angleton Danbury Campus

2<sup>nd</sup> Place Cogdell Memorial Hospitals

3<sup>rd</sup> Place Uvalde Memorial Hospital

##### **101-317 Beds**

1<sup>st</sup> Place Valley Baptist Medical Center Brownsville

2<sup>nd</sup> Place Citizens Medical Center

3<sup>rd</sup> Place Driscoll Children's Hospital

##### **318-414 Beds**

1<sup>st</sup> Place Shannon Medical Center

2<sup>nd</sup> Place Medical Center Health System

3<sup>rd</sup> Place Texoma Medical Center

##### **415-800 Beds**

1<sup>st</sup> Place Valley Baptist Medical Center Harlingen

2<sup>nd</sup> Place Baylor St. Luke's Medical Center



## 2025 Conference Wrap Up-

*Did everyone have fun? What did you bring back to share?*

### Our heartfelt gratitude to our generous sponsors

We extend our heartfelt gratitude to all the generous sponsors who made the Texas Association of Healthcare Volunteers 2025 Annual Conference a resounding success. Your unwavering support and commitment allow us to bring together volunteers from across the state to share knowledge, celebrate achievements, and renew our dedication to serving patients and their families. Your contributions help us provide valuable workshops, inspiring speakers, and meaningful networking opportunities that empower our volunteers to continue making a difference every day.

Your partnership reminds us of the profound impact that collaboration between healthcare volunteers, community leaders, and businesses can have on the well-being of our communities. Together, we create a network of compassion and care that reaches far beyond hospital walls. By investing in our volunteers, you help ensure that every patient receives not only excellent medical care but also the comfort and support that only dedicated volunteers can provide. Thank you for standing beside us in this important mission — we truly couldn't do it without you.—God bless you all!

#### Diamond

- Texoma Medical Center Volunteers
- South Texas Health System
- Texas Health Resources Harris Methodist Fort Worth Volunteers
- Apple Partners: Stephen and Karen Apple

#### Ruby

- Acree Creative: Dan Acree

#### Sapphire

- Scottish Rite for Children
- Permian Regional Medical Center
- TAHV District 5 Presidents' Council

#### Emerald

- Palo Pinto General Hospital
- Sherman Medical Center
- UMC Health Systems Lubbock
- Hospice in the Pines
- Pam Spadaro

Thank You!

### Consider service on the TAHV Board—bring your dedication and ideas

Serving on the board of a healthcare volunteer association is an honor rooted deeply in purpose, not prestige. It is far from a social club — it is a commitment to steward the mission, champion volunteers, and help guide the future of service in our hospitals and communities. Board members roll up their sleeves to tackle issues, find solutions, and stand in the gap for both volunteers and patients. The responsibility is real, the work is demanding, and every decision made carries the weight of ensuring we deliver the best support to those who need it most.

A board member is not defined by a title or how many years they've volunteered, but by a willingness to show up prepared, to listen with an open mind, and to speak up with compassion and courage. They bring a blend of practical experience and fresh ideas to the table. They are the ones who read the reports before meetings, ask the hard questions, and follow through on promises after the meeting adjourns. They understand that consensus isn't always easy, but they value respect and teamwork above personal opinions.

While the work can be tough, the return is extraordinary. Serving on a working board means seeing firsthand how policies and projects come to life — and knowing you had a hand in creating positive change for volunteers and the patients they touch. It means growing alongside fellow board members who inspire and challenge you, and it means leaving a legacy that extends far beyond your term of service. To those considering board service: bring your dedication, your ideas, and your willingness to work because you are exactly who we need.



## Bring Your Own Ideas: Solving Today's Volunteer Challenges, Together

One of the highlights of this year's annual conference was the return—and expansion—of the ever-popular BYOI (Bring Your Own Ideas) breakout session. Designed for honest conversation and practical problem-solving, BYOI invites volunteers, board members, and leaders to pull up a chair and tackle the tough questions that keep volunteer groups up at night. From recruiting new members and keeping them engaged, to navigating conflict within the team or rethinking long-standing fundraising methods, no topic is off-limits.

Unlike traditional workshops, BYOI is an open forum where participants sit in small groups of eight to ten, guided by an experienced facilitator who keeps the discussion productive and respectful. Everyone has a chance to voice their concerns, share what's worked in their own organizations, and pick up fresh ideas from peers who have been in the same trenches. It's this authentic exchange of real-world advice that keeps attendees coming back year after year.

Due to its popularity, BYOI was offered twice this year to accommodate even more voices and challenges. Participants left with pages of notes, new connections, and a renewed sense of purpose—ready to tackle old problems in new ways. Below you'll find a list of the big questions brought to the table this year, along with some of the insightful solutions and strategies that emerged from these dynamic conversations.

### What do you do to get volunteers in your hospital?

- Have a booth
- At Information Desk invite people who stop to chat if they'd like to volunteer.
- Advertise at churches, nursing homes, etc.
- Work at the front desk.
- At their downtown festival, have a booth.
- Have a brochure about volunteering.
- Have a tea about volunteering and talk to guests.
- Set up a Facebook, Social Media Person
- If you have fliers; post at public places.
- If you have business cards, pass them out.
- Post on Bulletin Boards.
- Have a "Looking for Volunteers" session or quick meeting.

### How do you retain your volunteers?

- Have a recruiter
- 5013C

- Public Service Announcement
- Talk Show
- "Medical Minutes" on TV or Radio
- Post at Physical Fitness Centers
- "Burleson Now" News channel advertises.
- Friends and family go out to eat
- Have "Potlucks"
- Christmas Volunteers
- Birthday Lunches
- Awards
- The Gift Shop has a file box with a file folder for each volunteer. It is used for communication.
- Seniors who can't drive or come out to the hospital sew items for the Gift Shop. EX: Bibs, Receiving Blankets, Burp Pads, etc.

### There are some problems in some Gift Shops and in recruitment:

- Some are redesigning their Gift Shop
- Point of Sale
- Hospital employees don't always shop here.
- If using a card there is a \$5 minimum charge to use the card.
- Some Gift Shops have special discounts for employees of 10%, for Volunteers 15% and other special events.
- Volunteers have a website.
- Some of the Gift Shops are:
  - ⇒ No Manager
  - ⇒ No Policies and Procedures in place
  - ⇒ Meetings aren't always complete

### Recruitment:

- Poor communication
- Departments and expectations need to be on the same page to be productive.

### Ideas to Recruit:

- Bingo
- Beautiful dessert
- 1 Meeting Monthly
- Volunteer Match
- Senior Source
- Ads placed in newspaper, etc.
- United Way Page

This year the Outlook will feature an article or two each edition to provide you with the latest from around the state and the nation. Have a topic that isn't on the list, send it in to [tahvoutlook@gmail.com](mailto:tahvoutlook@gmail.com).

## Facing the Volunteer Shortage: A Call to Action for Texas Hospitals

Across Texas, hospitals are feeling the strain of a challenge that has quietly grown into a major concern: a shortage of volunteers. These dedicated individuals are the heartbeat of hospital auxiliary programs and play a vital role in patient support, staff assistance, and community outreach. Yet, in recent years, recruitment has slowed, longtime volunteers have retired, and many younger community members have not stepped in to fill the gap. Without a robust volunteer base, hospitals often struggle to maintain beloved services such as gift shops, information desks, patient escorts, and fundraising events.

The decline in volunteer numbers can be traced to several factors. Busy family schedules, more seniors working longer, and lingering hesitance to return to hospital environments post-pandemic have all contributed. Additionally, traditional recruitment methods—word of mouth, paper sign-up sheets, and bulletin board flyers—are not as effective with younger generations who connect and communicate online. The result is an aging volunteer pool and increasing burnout for the dedicated few who continue to carry the load.

The impact of this shortage ripples far beyond the hospital walls. Fewer volunteers mean fewer funds raised for scholarships and hospital improvements, fewer comforting interactions for patients and families, and heavier workloads for staff already stretched thin. Ultimately, the loss affects the warm, personal touch that hospital volunteers uniquely provide—a touch that no amount of technology can replace.



Combating this issue will require creativity, collaboration, and a fresh perspective on what modern volunteering can look like. Hospitals and auxiliaries must meet potential recruits where they are—online and on social media—with compelling stories and clear invitations to get involved. Flexible scheduling, short-term projects, and family or youth-friendly opportunities can help attract busy parents, students, and retirees alike. Partnerships with local schools, churches, and community organizations can also build pipelines for future volunteers. By reimagining how we invite, train, and value volunteers, Texas hospitals can ensure that this proud tradition not only survives but thrives for generations to come.



### Turning the Information Desk into a Volunteer Magnet

In many Texas hospitals, the Information Desk is more than just a place to get directions—it's the warm, welcoming face of the entire facility. It's where patients and visitors first experience the compassion and commitment that volunteers bring to healthcare. But beyond greeting guests and answering questions, the Information Desk can also serve as an unexpected yet highly effective recruitment tool to grow your volunteer team.

One simple but powerful idea is to equip Information Desk volunteers with a few recruitment talking points and printed materials. When they encounter friendly visitors who express gratitude or ask about volunteering, they can share a quick success story, explain how easy it is to get started, and hand out a small, attractive card or brochure with contact details and a QR code leading to the volunteer application page. Visitors often feel inspired in the moment, and a warm, personal invitation from a volunteer makes all the difference.

Additionally, consider using the desk itself as a mini recruiting billboard. A tasteful tabletop sign or digital screen can highlight current volunteer needs, feature photos of smiling volunteers in action, or display a simple message like, "Ask us how you can make a difference today!" Even placing a small sign-up sheet for more information can capture interest from people who may not have thought about volunteering before they walked through the door. By turning everyday interactions into gentle recruitment opportunities, hospitals can help ensure that the spirit of service continues to grow right where it shines brightest—at the front door.



## Making Social Media Work for Volunteer Groups

In today's digital world, social media is one of the most powerful tools hospital volunteer groups can use to spread the word, recruit new members, and share success stories with the community. Platforms like Facebook, Instagram, and even TikTok allow volunteers to showcase the impact they make every day, celebrate milestones, and connect with younger audiences who may not read a printed flyer but will gladly stop to watch a short video. Done well, social media can breathe new life into your outreach efforts and attract volunteers who might not have known your group existed.

However, managing a social media presence takes thoughtful planning and clear guidelines. A successful volunteer social media effort usually has a small team or designated individual responsible for creating posts, responding to comments, and keeping content fresh and appropriate. It's also wise to work closely with your hospital's marketing or public relations department. Many hospitals have rules about what can be posted, when, and how patient privacy is protected. Getting approval for photos, stories, or event promotions ahead of time helps prevent misunderstandings and ensures your posts reflect well on the hospital and your volunteer program.

When used carefully, social media can help your group share inspiring stories, recruit new members, promote events like gift shop sales, and publicly thank donors or community partners. Bright photos of volunteers in action, short interviews with members about why they serve, and fun behind-the-scenes glimpses of projects can all boost engagement. Posts can be shared by your members, their families, and the hospital's official pages, expanding your reach with very little cost.

But social media also comes with risks. Misunderstood jokes, unapproved patient photos, or negative comments can damage trust and credibility. It's important to keep personal opinions separate from official pages, to check posts for accuracy, and to respond politely and promptly to questions or complaints. With clear rules, a positive tone, and cooperation with your hospital's communication team, social media can be a safe and effective way for Texas hospital volunteer groups to stay visible, grow stronger, and show the community the good work they do every day.

Don't forget to "LIKE" the Texas Association of Healthcare Volunteers page on Facebook!

## District Meetings Schedule

### District 6—September 17, 2025

Graham Country Club  
156 Country Club Drive East  
Graham TX 76450

### District 1—September 19, 2025

First United Methodist Church  
1001 West 7th  
Plainview TX 79702

### District 4—September 23, 2025

St. Luke's Memorial Hospital  
1201 W. Frank Avenue  
Lufkin TX 75904

### District 3—September 25, 2025

Driscoll Children's Hospital  
3533 S Alabama  
Corpus Christi TX 78411

### District 8—September 26, 2025

Guadalupe Regional Medical Center  
1215 E Court Street  
Seguin TX 75904

### District 9—October 2, 2025

Sugar Creek Country Club  
420 Sugar Creek Boulevard  
Sugarland TX 77478

### District 5—October 9, 2025

TBD  
Burleson TX

Start planning now to attend a district meeting. This is a chance to let your state board know what you need from us. It's also a great chance to network and learn valuable new information.

What, your district isn't having a meeting? Find the closest one and attend it with your volunteer group.

Safe travels for all...including our Traveling Trio!

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***Everyone you ever meet  
Will know something you don't.***

***—Bill Nye***



**Texas Association of Healthcare Volunteers**  
1108 Lavaca, Ste 700  
Austin TX 78001

**ADDRESS SERVICE REQUESTED**

Origin of  
irregular transi-  
First Known Use: 1825-1830

**kudos** *noun* [koo-dohz,  
1. honor; glory; acclaim:  
(He received kudos from  
2. a statement of praise or  
to singular form k

**kudos**  
AND MORE

***Kudos** are expressions of appreciation or recognition given to acknowledge someone's efforts, achievements, or positive contributions. Recognizing others with kudos boosts morale, reinforces positive behavior, and fosters a supportive and motivating environment. In both personal and professional settings, giving kudos helps build stronger relationships, encourages continued effort, and creates a culture of gratitude and respect.*

Kudos to our new TAHV officers for 2025-2026! May they have a wonderful and successful year ahead!

Kudos to the many board members who showed up and worked at Conference 2025 to make our members feel welcome!

Kudos to the volunteers throughout Texas and the world who make the lives of others better by giving of their time and talents.



## **OUTLOOK NEWSLETTER**

**Copy/Print Dates**

**Fall Newsletter**  
**Copy Deadline: 10/24/2025**  
**Print Deadline: 10/27/2025**

**Pre-Conference Newsletter**  
Copy Deadline 02/20/2026  
Print Deadline: 02/23/2026

*Good communication is the bridge between chaos and clarity.*

The Outlook Newsletter is one of the primary ways we share information across TAHV. Please note deadlines for copy and print are firm; items received after the deadline will be held for the next issue.

Contributions always Welcome!

Send contribution to:  
[tahvoutlook@gmail.com](mailto:tahvoutlook@gmail.com)

**Something's missing here?**  
**Can you guess what it is?**

Here's a couple hints:

- It's black and white and read all over
- It made an impact once already
- It's too good not to SHARE!



**That's Right—It's your article!**  
Submit to: [tahvoutlook@gmail.com](mailto:tahvoutlook@gmail.com)