



OUTLOOK

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FALL 2025



Texas Association of Healthcare Volunteers Conference 2026

June 9-11, 2026

Embassy Suites Hotel & Conference Center
San Marcos Texas

**SAVE THE DATE AND MAKE PLANS TO ATTEND
YOUR
2026 TAHV CONFERENCE!**



Uniforms...what do you do when you change your style?

Uniforms, lots of good uniforms, what do you do with them when you change your style? You share them of course, but how?

A couple of years ago, we went through an abrupt change in the way our local volunteer group functioned. We didn't have the traditional DVS anymore to guide us and take care of the many chores that come with running a group such as ours. Somehow the dynamics of the group had changed, and the uniforms needed to change to reflect the professional attitude of the group. The hospital was excited also because it fit in with the cutting-edge technology they were bringing in.

After many conversations we decided to share with small groups of volunteers that might be just starting or needing to

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Fort Worth Mayor, Mattie Parker speaks at Texas Health Harris Methodist FW Auxiliary Meeting!

A nice crowd welcomed Fort Worth Mayor Mattie Parker as the guest speaker at the September body meeting.

Currently in her third term, Mayor Mattie Parker was first elected to lead the nation's now 11th largest city in 2021. Mayor Parker is focused on building a safer and stronger Fort Worth, nurturing thriving families and fostering the highest quality of life in every ZIP code. Her next-generation leadership includes key efforts and community partnerships to bolster Fort Worth's development to compete in a global economy, improve public safety, expand access to education and workforce opportunities, and preserve the city's rich heritage with a pioneering spirit and determination to leave things better than she found them.

Mayor Parker is a licensed attorney, with more than 18 years of experience in national, state, and local public affairs, including her service as the chief of staff for Mayor and the Fort Worth City Council. She was the founding CEO of Fort Worth Cradle to Career and the Tarrant To & Through (T3) Partnership. She and her husband David are the proud parents of one daughter and two sons.

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President's Message

Dave Westerhaus

President

Texas Association of
Healthcare Volunteers



The obvious first thing I need to do here is give a big honkin' THANK YOU to the TAHV district coordinators! You put on great district meetings—speakers, organization, food, door prizes, and everything in between—it was all exceptional. They were inspirational, fun, educational, and all the things that great meetings should be.

Thank you to Karen Muzzy, District 10; Nancy Hays and Sylvia Overton, District 6; Dianne Ward, District 1; Bill Jacobs, District 4; Kathy Jenkin, District 3; Sue Kaulfus and Teresa Grimm, District 8; Melva Harris and Sandra Pybus, District 9; and Judy Hollis and Laura Hodgson, District 5! And thanks, as well, to the unsung heroes—all of you who supported the efforts to make this year's district meetings the best ever!

Also, meeting so many of my fellow volunteers meant the world to me. The Traveling Trio—Kathy Jenkin, Melva Harris, and I—drove more than 2,000 miles to visit eight of our 10 TAHV districts, and every mile was worth it. We visited Longview, Graham, Plainview, Lufkin, Corpus Christi, Seguin, Sugar Land, and Burleson (there may be a country song in here somewhere...).

I came home truly inspired (and bearing some cool stuff for my wife from your great gift shops)! You shared your successes and your challenges, you showed off your amazing hospitals, and you introduced us to your supportive CEOs, directors of volunteer services, and other administrators.

Let's keep exchanging ideas and interacting with wonderful speakers coming up at our 2026 TAHV Conference, June 10-12, at the newly remodeled Embassy Suites, San Marcos.

Thank you again for your time and talent!

I'll see you down the road...

Dave W.



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 if you weren't able to attend a district event this year, 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

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

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

Fort Worth Mayor, Mattie Parker speaks at Texas Health Harris Methodist FW Auxiliary Meeting!

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Mayor Parker gave a very interesting talk while answering audience questions. She focused on the important role volunteers play in our society, and acknowledged hospital volunteers as "the silent heroes behind the scenes who are the glue that keeps the hospital together and running smoothly."

When asked if she had any role models growing up, Mayor Parker said she was inspired by her grandfather, a former principal who continued to serve his community in numerous aspects after he retired.

She also said everyone has leadership characteristics, but those may look different for each of us. She encouraged us to try to stay active in our city and not be complacent.

When asked what accomplishments she is most proud of, she responded with the following: a push in improving education in the Fort Worth ISD; the 'Good Natured' effort to save green space around our city; and the Mother & Infant Health Initiative.



Mayor Parker is shown with Jared Shelton, President of Texas Health Harris Methodist Hospital Fort Worth along with volunteers and auxiliary members at the September 18th Auxiliary meeting.

Following Mayor Parker, Jared Shelton, President of Texas Health Harris Methodist Hospital Fort Worth briefly spoke on the acts of love that our volunteers make that make a profound impact on our hospital. He shared that our hospital received the 4 star rating level and we have a goal to be a 5 Star rating. Only about 15% of hospitals nationally reach 4 Star and fewer 5 Star. He thanked everyone for their contributions and responded to questions from the audience before the business meeting began by our Auxiliary President, Sharon Wortsman. Katharene McCulley presented the nominees for next year's officer roles. Thank you to the many who attended the meeting and enjoyed refreshments and fellowship. Our next body meeting is scheduled for November 20th when officers will be installed for the upcoming year. We hope to see you then!

"Excellence is the result of caring more than others think is wise, risking more than others think is safe, and dreaming more than others think is practical."

Uniforms...what do you do when you change your style?

Continued from Page 1

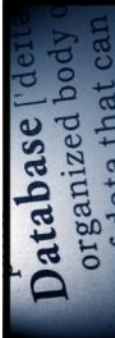
change their uniforms. Where do we find these people? Conference of course. Mary Pfeffer mentioned that she thought there was a group of volunteers somewhere in the state that had the same uniforms, so we went to the conference armed with a list of sizes and styles and pictures. The morning of the Uniform luncheon when we were all gathered in the hotel dining room, there they were. I jumped up from my seat and went over to their table, introduced myself and announced, "Ladies, have I got a deal for you!"

The group, The Auxiliary of Angleton Danbury. They took all the uniforms we offered with much gratitude. Their statement when trying on the uniforms was "We love them so much! Talk about networking at the conference. It works for everyone!"

Pat Emery

President, Texoma Medical Center Volunteers





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



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



Dave Westerhaus
TAHV President
District 9



Kathy Jenkin
TAHV President-Elect
District 3



Melva Harris
TAHV First Vice-President
District 9

The Traveling Trio Hits the Road: Connecting TAHV Leadership and Volunteers Across Texas

This fall, the top three leaders of the Texas Association of Healthcare Volunteers (TAHV)—affectionately known as “**The Traveling Trio**”—have been on the move, journeying from the Panhandle to the Gulf Coast to meet volunteers where they serve. Their mission is heartfelt yet powerful: to strengthen relationships, listen to local voices, and celebrate the extraordinary contributions of healthcare volunteers across the state. Each stop along the way has brought warm welcomes, inspiring stories, and a renewed sense of pride and purpose within every district they visit.

Through these visits, **The Traveling Trio** has been sharing important updates about TAHV’s current initiatives and upcoming events while also gathering valuable insight from volunteers on the front lines. These personal conversations help shape the association’s priorities, ensuring that TAHV’s programs and resources truly reflect the needs of hospital auxiliaries and volunteer organizations statewide. The exchange of ideas and best practices has become a cornerstone of these travels, fostering collaboration and unity across all districts.

Networking within TAHV goes far beyond professional growth—it’s about building meaningful connections and a sense of community. When volunteers get to know their state leadership personally, it strengthens the fabric of the entire organization. The Traveling Trio’s dedication to visiting members in their own regions is a reminder that TAHV is more than an association—it’s a family. Together, this family of volunteers continues to support Texas healthcare with compassion, dedication, and a shared vision for excellence.

DISTRICT 1 MEETING



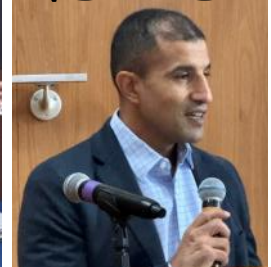
VOICES FROM THE FRONT LINES



DISTRICT 3 MEETING



BUILDING MEANINGFUL CONNECTIONS



DISTRICT 4 MEETING



A SHARED VISION FOR EXCELLENCE



DISTRICT 5 MEETING



YOU ARE EXTRAORDINARY



DISTRICT 6 MEETING



A FAMILY OF VOLUNTEERS ACROSS TEXAS



DISTRICT 8 MEETING



UNITED IN SERVICE AND SPIRIT



DISTRICT 9 MEETING



COMPASSION AND DEDICATION



DISTRICT 10 MEETING



BUILDING BRIDGES THAT INSPIRE



Honoring Those Who Led with Heart

Recently received: "Hello. My name is Laura Volluz. My mother in law was Shirley Volluz who had a leadership role with the TAHV. She recently passed and as part of her memorial, we want to have donations made to the TAVH scholarship/memorial fund."

Leadership in an organization like the Texas Association of Healthcare Volunteers (TAHV) is more than a role—it's a reflection of dedication, passion, and a deep commitment to service. Past board members, like Shirley Volluz, devoted countless hours to supporting volunteers and strengthening the impact of healthcare programs across Texas. Their families often witnessed firsthand the sacrifices, energy, and love they poured into this work, understanding just how meaningful TAHV was in their loved one's life.

We are deeply grateful to the families who continue to honor these leaders' legacies. Recently, Laura Volluz shared that, in memory of her mother-in-law Shirley, donations were made to the TAHV Scholarship and Memorial Fund. These contributions not only celebrate Shirley's dedication but also help future volunteers continue the work she cherished so deeply. It is a touching reminder that the spirit of volunteer leadership extends far beyond the boardroom and into the lives of those we serve.



Shirley Volluz

July 11, 1936-July 26, 2025

As we reflect on Shirley and other past leaders, we recognize that the strength of TAHV comes from individuals who give selflessly and families who support them. Their generosity, vision, and love for volunteer service continue to inspire us all. We honor their memories, thank their families, and celebrate the lasting impact of leaders who helped shape TAHV into the thriving organization it is today.

For gifts and donations to honor your loved ones contact Janice Allen, who also serves as comptroller for the Gifts and Memorial Foundation. She will ensure the donation is handled properly and will share the update with the board. We sincerely appreciate your generosity and thoughtfulness—it means a great deal to our organization.

Leading by Walking Around: The Power of Presence

Great leaders know that leadership isn't confined to a desk or a meeting room—it happens in the hallways, waiting rooms, and volunteer lounges. "Management by Walking Around" (MBWA) is a timeless approach that reminds us the best way to understand and support others is through genuine connection and visibility. For healthcare volunteers, that means being present, approachable, and engaged in the day-to-day heartbeat of service.

When leaders take the time to walk among their teams—listening, observing, and offering encouragement—it builds trust and strengthens morale. Volunteers feel seen and valued when leadership steps into their world, asking questions like "How's it going today?" or "What's working well for you?" These simple moments often uncover creative ideas, small challenges, and stories of compassion that might otherwise go unnoticed.



In the fast pace of healthcare, MBWA keeps leaders grounded in what truly matters: people. It's an opportunity to connect beyond reports and schedules, to see firsthand the impact volunteers make on patients, families, and staff. It transforms leadership from oversight to insight—fostering empathy, collaboration, and shared purpose.

So next time you find yourself with a few free minutes, take a walk. Stop by the front desk, the gift shop, or the waiting area. Ask, listen, and appreciate. You'll not only strengthen your volunteer team—you'll remind everyone, including yourself, why this work matters so deeply.

Sharing Our Stories: Strengthening Connections Through the TAHV Newsletter

Every volunteer has a story worth sharing—moments of kindness, creative projects, or lessons learned while serving others. When we share these stories through the state association newsletter, we do more than fill a page—we inspire others, celebrate our collective impact, and strengthen the bond that unites volunteers across Texas. Your story might be just the spark someone in another district needs to try a new idea or keep going on a tough day.

Contributing to the newsletter doesn't have to be complicated. A short paragraph, a few photos, or even a quick highlight of your group's recent event can make a big difference. Whether it's a new fundraising success, a volunteer recognition program, or a creative way to bring smiles to patients and families, the newsletter is your platform to shine a light on what's working in your hospital or auxiliary.

By sharing your experiences, you help create a living network of ideas and encouragement. Each submission builds a stronger statewide community—one that learns from, celebrates, and supports one another. It's a simple way to stay connected and make your voice heard, no matter where you serve.

So take a few minutes, jot down a story, and send it in. You don't need to be a writer—just share from the heart. Together, we'll continue to tell the story of healthcare volunteers across Texas—one inspiring article at a time.



OUTLOOK NEWSLETTER Copy/Print Dates

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

STAY CONNECTED WITH OUR WEBSITE OR FACEBOOK



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 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.



Staying Well During Cold & Flu Season

You Make the Difference Every Day

Every time you step into the hospital wearing your volunteer badge, you bring more than your time—you bring comfort, reassurance, and hope. For patients and families walking through those doors, often filled with worry and uncertainty, your warm smile or kind greeting can make all the difference. You may not always see it, but your presence helps ease fear, soften anxiety, and remind people that compassion still thrives, even in the most clinical of settings.

When you pause to give directions, offer a calming word, or simply listen, you become part of the healing process. Patients feel more cared for, families feel supported, and staff are reminded that they're not alone in their work. You help transform the hospital from a place of stress into a space of humanity. That's the quiet power of what you do—it's felt in every hallway, waiting room, and patient interaction.

"Your smile may be small—but its impact is immeasurable"

Your commitment also supports the entire care team. By greeting visitors, delivering comfort items, running errands, or assisting at the front desk, you help things flow more smoothly. Nurses and doctors can focus more fully on their patients, knowing that volunteers are helping meet emotional and practical needs with grace and empathy. You are an essential part of the healthcare family, and your kindness has a ripple effect that touches everyone around you.



So the next time you walk into your hospital, remember: your smile might be the first comfort a nervous family sees. Your voice might be the reassurance a patient needs to hear. And your presence might be what turns an anxious moment into one of peace. You are the heart of healthcare volunteering—and your impact is felt every single day.

As we head into the colder months, respiratory illnesses like colds and the flu become more common. Influenza activity typically peaks between December and February. ([CDC](#)) According to Texas Department of State Health Services data, each year an estimated **5–20% of Texans** may contract the flu. ([Texas DSHS](#)) Meanwhile, on a national scale, the 2022–2023 flu season saw around **31 million illnesses**, **14 million medical visits**, and **360,000 hospitalizations**. ([CDC](#))

That means there's a real risk — but also real opportunity. There are simple, effective habits you can adopt now to significantly lower your chances of getting sick, and to help protect those around you. First and most important: **get vaccinated**. Annual flu vaccines remain the best defense. ([nfid.org](#)) Along with that, make hand hygiene part of your daily rhythm — wash your hands thoroughly, avoid touching your face, and cover your coughs and sneezes to disrupt the chain of transmission. ([Texas Health Resources](#))

Beyond vaccination and handwashing, other practical steps help too: steer clear of close contact with people who are visibly sick, stay home if you're feeling under the weather, and clean frequently-touched surfaces regularly. Also, if you or someone you care for develops flu symptoms, talk with a healthcare provider early — antiviral medicines can be more effective when started soon after symptoms begin. ([CDC](#))

By taking these precautions, you're not just protecting yourself — you're safeguarding your friends, family, and the vulnerable patients we serve. Every healthy volunteer matters. When fewer people get sick, our entire community is stronger, safer, and better able to lend care where it's needed **most**.

Top 5 Cold & Flu Tips for Volunteers

1. **Get Vaccinated** – Annual flu shots protect you and those you serve.
2. **Wash Hands Often** – Use soap and water or hand sanitizer between patient areas.
3. **Disinfect Surfaces** – Wipe counters, pens, wheelchairs, and other high-touch areas regularly.
4. **Keep Your Distance if Sick** – Stay home if you have symptoms, even mild ones.
5. **Cover Coughs & Sneezes** – Use a tissue or your elbow to prevent spreading germs.

Healthy volunteers mean safer hospitals and stronger communities!

Tech Made Friendly

Using AI to Strengthen Volunteer Programs



Artificial Intelligence (AI) is no longer just a concept of the future—it's a practical tool that can help volunteers and healthcare organizations work smarter and more efficiently. Programs like ChatGPT can assist with everyday tasks such as drafting newsletters, creating volunteer schedules, generating training materials, or even preparing scripts for patient interactions. By automating routine work, volunteers and coordinators can spend more time focusing on personal connections and direct service, the heart of any volunteer program.

AI tools can also help improve communication. For example, ChatGPT can generate clear and professional emails, social media posts, and reminders to keep your volunteers engaged and informed. It can help draft content for recognition programs, highlight volunteer achievements, or even suggest ideas for fundraising events—all in a fraction of the time it might take manually. For local programs, this means less administrative stress and more energy devoted to supporting patients and families.

Healthcare organizations are increasingly using AI to enhance patient care and operational efficiency. From analyzing patient data to predicting hospital resource needs, AI is being integrated into electronic health records, telehealth platforms, and patient scheduling systems. Even in volunteer programs, AI can help track hours, match volunteers with opportunities, and provide quick answers to common questions, ensuring that volunteers are empowered and well-informed in their roles.

For volunteers and coordinators interested in exploring AI tools, training resources are widely available. OpenAI offers tutorials and guides for ChatGPT, while many online platforms provide free courses in AI basics. Local healthcare associations or hospital volunteer offices may also host workshops to demonstrate how AI can support your programs safely and effectively. Learning to use AI responsibly ensures that your program benefits from technology while maintaining patient privacy and trust.

By embracing AI thoughtfully, your volunteer program can increase efficiency, strengthen communication, and enhance the overall experience for both volunteers and the people you serve. AI is not a replacement for the personal touch that volunteers bring—it's a tool to help amplify your impact, allowing you to focus on what matters most: connecting with patients, families, and your community.

Thanksgiving: A Time to Reflect and Give Thanks

Thanksgiving is more than a holiday—it is a treasured tradition that reminds us to pause and reflect on the blessings in our lives. Its roots stretch back to 1621, when Pilgrims and Native Americans came together to celebrate a bountiful harvest. That first gathering, though simple, embodied gratitude, community, and the importance of shared support—values that remain just as meaningful today.

For many of us, Thanksgiving evokes memories of family gatherings, laughter around the table, and cherished rituals passed down through generations. It is a time to honor the people who have shaped our lives—family, friends, neighbors, and the many kind souls who bring light into our days. Even as the years pass, these moments of connection remind us that gratitude is timeless.

The spirit of Thanksgiving also lives in acts of kindness and service. From sharing a meal with someone in need to offering a comforting word or lending a helping hand, we carry forward the tradition of giving back. These gestures, whether large or small, touch lives in ways that endure far beyond a single day. They remind us that generosity and compassion are the truest expressions of gratitude.

As we gather this year, let us hold close the memories, the laughter, and the quiet moments of reflection. Thanksgiving calls us to give thanks not only for what we have, but for the enduring love, friendship, and community that enrich our lives. In embracing this spirit, we keep the heart of the holiday alive—through gratitude, through connection, and through the simple, profound joy of sharing with others.



"Thanksgiving reminds us that gratitude isn't just a moment in time—it's the love, laughter, and kindness we share every day."



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Austin TX 78001

ADDRESS SERVICE REQUESTED



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 all of our District Coordinators who put together sensational District Meetings.

Kudos to the Traveling Trio! Welcome home!

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

As 2025 comes to a close, we're grateful for each of you. See you next year for another great chapter together!



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