



# THINK NEWS

New England Association Directors Healthcare Volunteer Services

Volume 16, Number 1

Spring, 2004

•Spring Conference, May 25–27

## “Volunteer management— we’re not in Kansas anymore”

The host state of Massachusetts invites you to the 2004 NEADHVS Spring Conference May 25 to 27 at the Chatham Bars Inn, overlooking the Atlantic Ocean, on beautiful Cape Cod. This year’s theme is “Volunteer Management – We’re Not In Kansas Anymore” from the Wizard of Oz. Our theme reflects the many changes affecting our professional lives on a daily basis.

Registration opens at 9:30 a.m. Tuesday, May 25, and runs until 4 p.m. to take care of any late arrivals. Come early and take in the panoramic views of Pleasant Bay and the open ocean. The Education Committee meets at 2 p.m., Monday, May 24, and the Board meets at 4 p.m.

**Keynote speaker** is Jo Manion, RN, PhD, of Orlando, FL, who will open the conference on Tuesday after our luncheon and annual meeting. Jo is a speaker, author and senior management consultant, whose expertise has provided practical and creative problem-solving assistance to hospitals, health systems and associations across the country and internationally. Her newest book on leadership, **From Management to Leadership**, was released in

1998 and was selected by Doody’s as one of the best health care titles in both 1998 and 1999.

Jo is a fellow in the American Academy of Nursing. She has graduate degrees in both nursing and organizational development. A nurse for over 30 years, she has worked in a variety of positions within health care. A speaker at the Reno ASDVS conference last September, she

### EDUCATION



Gloria Mancuso

has degrees from Marycrest College, the University of Iowa and The Fielding Institute.

After the keynote, there will be two workshops — “How to Communicate Change” by Scott Westover, Vice-President of Marketing, Southern New Hampshire Medical Center, and “Gift Shop Management” by Albert

Maslia of America Mart in Atlanta, GA. The Trade Show and Reception will follow.

Please support the vendors who support our conference. Tuesday evening will be our free night for dinner. From 9 to 11 p.m. MADHVS will host a jazz duo and Viennese Dessert and Coffee Bar in the South Lounge. Reservations are a must for this reception so please be sure to mark your registration form.

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Keynoter: Jo Manion, RN, PhD

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**Free Publications**

Are you aware that there are many free publications on fitness and health for older adults from the federal government which might be beneficial to our volunteers in healthcare? We need to keep them as healthy as we can!

At Mid Coast Hospital, Brunswick, ME, a nurse recommended the publication "Exercise: A Guide from the National Institute on Aging (NIA)" (No. 01-4258). I left a message for 100 and in due time, the books arrived.

Volunteers are extremely pleased with the book, and many have read it "cover to cover." The NIA is a part of the National Institutes of Health. The website is [www.nih.gov/nia](http://www.nih.gov/nia) if you are interested or call 800-222-2225.

**Newsletter Story Idea**

Here's a terrific newsletter story idea!

If you write a newsletter for your volunteer program, you are always on the lookout for new story ideas. Volunteers love newsletters that keep them informed and make them feel a greater part of the organization. The more they know about the volunteer program, the better cheerleaders they are in our communities.

In her Valentine's Day newsletter, Lisa Coble of Newport, RI, Hospital, featured a story on the 10 couples who volunteer at her hospital. "Some couples serve together and others volunteer in different departments.

"Either way, we thought we would recognize these couples and ask them about their experiences as couples who volunteer at Newport Hospital." One couple has volunteered together for 49 years!

Nice pictures accompany the vignettes.

—Millie Stewart

The Wednesday morning main speaker is Linda Graff of Dundas, Ontario, on "Risk Management – Risk Proof Your Volunteer Program." Linda has been in the business of not-for-profit management since 1980. She has delivered workshops and keynotes to thousands over the last 24 years throughout North America and now into Europe and Asia.

Linda is a dynamic and challenging speaker who mixes humor and informality with innovative thinking and empowering concepts. She is an engaging presenter who is considered one of Canada's foremost authorities on volunteerism.

Linda was educated at McMaster University and was Director of the Volunteer Centre in Hamilton, Ontario, before founding her own management consulting firm.

In the afternoon, Jo Manion presents

"Third Millennium Leadership Skills: an Uncommon Journey of Spirit and Building Commitment in a Volunteer Workforce." Linda Graff will present "The Value of Volunteering (alternative ways of calculating your volunteer program) and Volunteering for the Health of It."

The President's Dinner and Awards will be held in the evening when the President's Award(s) will be presented to the outstanding New England volunteer programs.

Jack Barry from the American Hospital Association will update us on "Current Issues Impacting All of Us" on Thursday morning. The conference closing is at 11 a.m. as "There's no place like home."

See you on the Cape, May 25-27. Come along for the educational opportunity, to renew old friendships, make new ones, and network!

*Gloria is Chief of Voluntary Services at the VA Medical Center, Providence, RI.*



**2004 NEADHVS  
Spring Educational Conference**  
*Chatham Bars Inn, Cape Cod*

*Please visit the*  
**NEADHVS Trade Show**

*Tuesday, May 25*  
*4:30 to 7 p.m.*

*Please thank our vendors for their support.*

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*Win a beautiful basket door prize.  
You must visit the trade show to win.*

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## *When you walk through a storm...*

### **It is early morning, and I sit with one of my dear volunteers waiting...**

Her husband needed to run home for an hour, feed the cat and regroup, and her friends have not yet started their vigil. CNN drones softly in the background and I wonder, in the grand scheme of things, does it really matter if Martha is found guilty or innocent?

Jean opens her eyes and says, "I am so tired, Annie," before she drifts off again. Just yesterday she had joked and asked me if we had any spare kidneys around! I cannot help but think of all the lives she has touched in her 20 plus years here. Always a smile, always a steady beacon for those navigating those first dark days of a cancer diagnosis. She started our cancer survivors' support group with whom I'll meet later today. Jean, one small 115 pound woman, made a difference every day in our community.

In our world of reality TV and the *Make-Over*, we seem obsessed with perfection. We value/reward appearance more than substance. We encourage the quick fix and there is a pill to mask just about everything. The extent to which we are willing to meddle with Mother Nature seems endless. Feeling or looking less than great is simply not acceptable!

And, in the midst of this look-good, feel-good world, Massachusetts General researchers make an extraordinary discovery: Hope, "a wish or desire accompanied by the confident expectation of fulfillment," lights up the same region of the brain as cocaine!

**Hope triggers a natural high!** Hope is free and readily available to all of us who are willing to work at keeping our dreams and goals alive. We need to be able to believe in something enough or want something enough to work at it.

Hope sustains us and brings us all to the next level. It is hope that has kept Jean alive and *living* for the last 20 years, day by day. And it is hope that we sell everyday in our profession. I hope that everyone of you knows that you are never alone, that you do great work, and that you are a positive force everyday. See you all at the Chatham Bars Inn!

In the words of Emily Dickinson ,

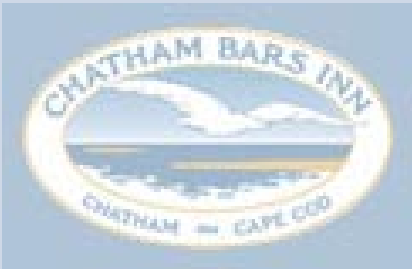
*“Hope” is the thing with feathers  
That perches in the soul  
And sings the tune without the words  
And never stops at all.*

*Annie is Director of Volunteer Services at  
Parkview Adventist Medical Center, Brunswick, ME.*

# Spring Conference

May 25–27

*Come for the educational opportunity, to renew old friendships and make new ones, and to network, network, network!*



## Education Committee

2003-2004

**Gloria Mancuso**

*Chair, Rhode Island*

**Annie O'Rourke**

*Maine*

**Lynne DeVivo**

*New Hampshire*

**Barbara Quinn**

*Connecticut*

**Linda Gaetano**

*Massachusetts*

**Michelle Caruso**

*Massachusetts*

**Thomas Edward**

*Massachusetts*

**Jennifer Fitzpatrick**

*Maine*

**Audrey Livingston**

*Connecticut*

**Eileen Pelletier**

*Connecticut*

**Denise Roncarati**

*Rhode Island*



## *MADHVS invites us to Cape Cod*

On behalf of the host state of Massachusetts and MADHVS, I would like to take this opportunity to personally invite you to the 2004 NEADHVS Spring Professional Development Conference May 25 to 27. The conference theme is “Volunteer Management—We’re Not In Kansas Anymore” reflecting on the many changes affecting our professional lives on a daily basis.

The conference is at the beautiful Chatham Bars Inn on scenic Cape Cod. Located on a bluff overlooking the Atlantic Ocean, you will be able to watch the waves break and take in panoramic views of Pleasant Bay and the open ocean. It is a perfect venue to renew old friendships, make new ones and further your professional career with the dynamic program being offered. Reservations for spa treatments must be made in advance by calling 1-800-527-4884.

The keynote speaker Tuesday is Jo Manion, a nationally recognized speaker, author and senior management consultant whose focus is on creating a positive workplace environment with high impact retention strategies. Along with her keynote address, Jo will offer two workshops. The general session Wednesday will be presented by Linda Graff, considered one of Canada’s foremost authorities on volunteerism. Two additional workshops will be offered, one by Scott Westover on “How to Communicate Change” and another by Albert Maslia of AmericasMart in Atlanta.

Albert will offer a Gift Shop Institute on three topics, “Developing the Hospital Gift Shop Business,” “Promoting Your Store While Building Positive Customer Relations” and “Productive and Profitable: A Smarter Way to Shop.”

The Gift Shop Institute is followed by the Trade Show/Cocktail Reception. Please remember to allow time to visit our vendors who are so generous in supporting our conferences.

One conference highlight is sponsored by MADHVS. On Tuesday night, from 9 to 11 p.m., Massachusetts will host a Jazz Duo and Viennese Dessert Display with both a coffee and a cash bar in the South Lounge. This relaxing

**MADHVS  
PRESIDENT**



**Michelle Caruso**

## *Cape Cod Invitation, from previous page*

atmosphere will give us all an opportunity to reflect on the day's activities, catch up with our friends and enjoy a lovely jazz duo and luscious desserts. Reservations are necessary for this reception so please be sure to mark your registration form appropriately.

If you wish to have dinner out between the Trade Show and the Dessert party, MADHVS is providing a list of restaurants in the area.

The President's Dinner, Award Ceremony and 2005 Conference Preview is Wednesday evening. The New Hampshire/Vermont Association of Directors of Volunteer Services will share its plans for the 2005 spring conference.

Thursday morning will bring a return visit from Jack Barry, Regional Executive of the American Hospital Association. Jack spoke at the fall conference in Nashua and was well received. He will update us on the current issues impacting healthcare and provide insight into the leadership roles our members can take in regard to these issues.

All NEADHVS members have received a registration packet in the mail. If a non-member wishes a packet, please email Thomas Edward at [thomas\\_edward@dfci.harvard.edu](mailto:thomas_edward@dfci.harvard.edu).

MADHVS is excited to host the conference and we look forward to seeing you in this picturesque setting. If you have any questions, please feel free to contact me at (508) 830-2075 or by email at [mscaruso1@aol.com](mailto:mscaruso1@aol.com).

*Michelle is Director of Volunteer Services at Jordan Hospital, Plymouth, MA.*

## ***Cash awards to celebrate best work***

**By Lisa Coble, Professional Development Chair**

At the March meeting of the NEADHVS board, great support was shown for the continued success of the President's Award program.

The board voted to award a cash prize of \$500 for up to two winners for this year's competition. It felt that it was truly important to recognize and celebrate the "best" work that is being done in our field of healthcare volunteer administration.

The program has broadened its scope to recognize not only new ideas but any initiative that is producing great results and having an impact on the success of the volunteer program.

The President's Award winner(s) will be honored during the dinner program on Wednesday, May 26, at the Spring Education Conference. We look forward to sharing "best practices" by presenting an overview of the winning program(s) at the dinner.

Deadline for submitting entries was April 9, but please think about next year!

*Lisa is Manager of Volunteer Services at Newport, RI, Hospital.*



## **Ten new vendors at trade show**

Thirteen vendors, 10 of whom are new, are already signed up for the NEADHVS Trade Show May 25 at our spring conference on Cape Cod. I hope to also receive checks from two regulars, Bag Ali and Arks n' Barks.

Our major sponsor this year is Federated Wholesale.

The new vendors are Dee's Old Fashioned Candies, Staxi Corp., LTD, Ralph R. Smith & Son, Silver Lady, Harvey Shoes, Harbor Sweets, Work'n Gear, Kenberma, Evergreen, and Cutting Edge Promotional Products. Returning to our conference are Hospital Baby Portraits and Peterboro Basket Co.

**The show is 4:30 to 7 p.m., Tuesday night, May 25.** Please participate in the Trade Show and show your support for our vendors, who make possible our reasonable conference rates.

Everyone who attends the show will receive a ticket for free drawings on beautiful gift baskets donated by Massachusetts members.

*Marguerite is Director of Volunteer Services at Greenwich, CT, Hospital.*



**FUND DEVELOPMENT**

**Marguerite Heithaus**

Annie O'Rourke, NEADHVS president, left, greets Audrey Harris, executive director of ASDVS, who was with us in the fall as the proctor for the CAVS exam.



## Certificate Exam comes to New England

### Well, now I had no excuse.

NEADHVS was bringing the certification program to New England. With over 15 years of experience in volunteer administration I had always wondered about taking the CAVS exam. Now it was being conveniently offered at the next Fall conference.

For someone who hasn't taken an exam since graduating from college in 1981, the thought of taking a test was a little scary. I knew certification was an important goal professionally so I

### PROFESSIONAL DEVELOPMENT



**Lisa Coble**

forced myself to send in the registration fee and paper work. With that done, there was no backing out. I was going to take a test and I needed to prepare for it. I ordered NEADHVS's CAVS Review Guide, Rx for the Volunteer Services Administrator, and dusted off my copy of Legal, Risk Management and JCAHO Issues for Health Care Organizations.

**Studying for CAVS** is a great way to refresh your programs, learn new things and get better at what we do

as volunteer administrators. I really enjoyed the process of methodically reviewing how a good program is administered. It helped me to develop new goals and focus on areas that need attention in my volunteer program.

Luckily I passed and can proudly say I'm a Certified Administrator of Volunteer Services, but what was really the benefit of CAVS was the process of preparing for it. As we have all learned, it is often the journey you're on that's more important than reaching your destination. Congratulations to everyone that took the challenge this past November in New Hampshire and are now certified administrators.

### NEADHVS CERTIFIED ADMINISTRATORS of VOLUNTEER SERVICES

Georgia Bergen  
Kelley Boothby  
Constance Bright  
Lisa Coble  
Sandra Cranford  
Thomas Edward  
Jennifer Fitzpatrick

Lynn Foster  
Andrea Henry  
Melissa Hubbard  
Robin Kline  
Sharon Knox  
Lauren Lele  
Sandra Marshall  
Amy McAden

Nancy Myers  
Kathleen Rice Orshak  
Joyce Paradis  
Eileen Pelletier  
Mary Rahaim  
Lynda Rohman  
Denise Roncarti

# Workforce Advocacy – Where do we go from here?

Continue to call it what you may but the term workforce advocacy is today's sexy topic for what has long been our industry's concern around our ability to find the right - and enough - employees to meet the needs of our organizations.

As this issue came to the forefront and the American Hospital Association launched its "In Our Hands" initiative, volunteer administrators across the country were asked to join other key stakeholders in identifying solutions to a complex and worrisome issue.

And as I've highlighted in previous articles - the good news was we were encouraged to do so - the bad news was we weren't considered key stakeholders until we behaved like the overeager classroom student—squirring in our chairs, raising our hands, saying, "pick us...pick us!"

**Our efforts have paid off**—but our work is not over. As we embarked on a national survey to elicit information on workforce advocacy programs administered through Volunteer Services departments, it was apparent early on that although we've worked hard to design these programs, we were not comfortable with the position of having to provide outcome measurements or even take credit for the valuable work we do.

From this initial collection, 60 programs were sent on to ASDVS for consideration and publication. Nine were published in the most recent AHA's case examples workbook, *Workforce Ideas in Action—Part 3*. The following is a list of the programs that were published:

**1.** The Regional Workforce Training Team, Legacy Good Samaritan Hospital, Diana Gibler, DVS.

**2.** The Community Service Learning/Career Exploration Program, Beverly Hospital, MaryAnn Holak, DVS.

**3.** Student Career Exploration Program, Holy Spirit Health System, Vickie Morgan, DVS.

**4.** The HOPE Program, Hospital of Saint Raphael, Lynelle Abel, DVS.

**5.** Nurse-2-Nurse, Lancaster Regional Medical Center, Frances Braun, DVS.

**6.** The SCHOLAR Program, New York Methodist Hospital, Mimi Makovitsky, DVS.

**7.** The Santa Barbara Health Career Academy, Santa Barbara Cottage Hospital, Pat Doherty, DVS.

**8.** Nursing Camp, Somerset Medical Center, Catherine McMullen, DVS/CAVS.

**9.** The Summer Health Institute, Salinas Valley Memorial Healthcare System, Lynn Brooks, DVS.

The other 105 programs that were included in the publication were programs submitted by CEO's, Vice Presidents of HR, Nursing, Develop-

ment, Patient Care Services, Employment and Culture Change (doesn't that sound like an interesting position), Physician Service...and the list went on and on.

What was so interesting is that in reviewing the programs, there appeared to be a direct link to the work we do with incredible opportunity for us to be involved.

The demographics tell us that this conundrum is here to stay and that as our society continues to shift and change so does our employee base, our volunteer base and our ability to find adequate numbers of workers to meet our needs.

Our committee has been asked to stay intact and involved and continue our work this year - to bring more of our programs to the forefront. If you haven't done so already, please look closely at your programs and at the workforce engagement activities taking place in your organization. Help us tell your story...our story!

For further information on how to put your programs into template/publication format, please contact any of the following ASDVS Workforce Advocacy committee members from New England.

ASDVS  
WORKFORCE  
ADVOCACY



Lynelle Abel

*Lynelle is Director of Volunteer Services at Hospital of St. Raphael, New Haven, CT.*

## Lynelle Abel, Chair

ASDVS Workforce Advocacy Committee

(203)789-3480

label@srhs.org

## Michelle Caruso

ASDVS Workforce Advocacy Committee

(508) 830-2075

mscaruso1@aol.com

## Denise Roncarati

ASDVS Workforce Advocacy Committee

(401)274-1122, Ext. 1468

droncarati@wihri.org

# DVS JCAHO experiences are varied

The Joint Commission on the Accreditation of Healthcare Organizations has been making its usual rounds of New England. This commission is both feared and revered by hospitals. Now, with new “tracer” procedures kicking in, things are going to be a little different, but perhaps the difference will make the difference in producing higher quality institutions, which of course, is what we all want to be.

Depending on the surveyors, Volunteer Services Departments are generally at the bottom of the list when it comes to close scrutiny. Occasionally, a DVS will be invited to a Human Resource meeting, and sometimes be asked a question which can lead to a five-minute discussion with all other hospital departments listening. But this instance is rare. We do an incredible amount of work to get ready for these surveyors, making sure volunteers who are performing well work those particular days, give vacation days to those who don't, but all with the mission statement and fire plan in their pockets.

**Here are “first person” accounts from DVSs who have been surveyed the past few months:**

**Eileen Pelletier, CAVS, DVS at Hartford, CT, Hospital:**

“As usual we weren't involved much at all. They were here for five days, and for the first four the only contact we had was when they came across the hall for a phone book to ask for the name of a Portugese restaurant.

“On Friday, I was scheduled to attend a meeting with a group that included Human Resources, Education, and a few others. The inspector asked questions about employee processes like performance reviews,

hiring, retention, safety education, etc. Eventually she looked down the table at me and asked, ‘So how do volunteers fit in to all of this?’

“I told her ‘Volunteers fit in just about everywhere.’ Then I proceeded to tell her about the Volunteer Services department in relation to all of the questions she had just asked - recruitment, screening (including background checks), placement, retention, annual education, etc. I mentioned to her we are now offering quarterly classes on “Integrating Staff and Volunteers” and she was interested in that. We also told her how we recently worked with HR to offer two new benefits (that are benefits to both volunteers and the hospital).

“The first, volunteers are eligible for a referral bonus for someone who gets hired into a ‘shortage’ position, and second, volunteers can now apply for positions while there are still internal postings and are considered after internal employee applications but before the position gets publicized outside the hospital. She made a comment about that being ‘very progressive.’

“That was it - the conversation was less than 5 minutes.

“Our administration commented that most people, including the medical staff, seemed to think this new tracer methodology was much more rational and gave a better picture of actual practice.”

**Paul Arbour, Volunteer Coordinator, MaineGeneral Medical Center, Augusta:**

“The surveyors never did talk directly with us. We as an organiza-

tion are looking at whether or not the volunteers should be involved in transporting blood, and if so, is what we have in place sufficient training.

They invited Marlene Everett to the competency review but never asked any questions regarding this.”

In researching DVSs for this story, Paul said, “It's funny you should ask. They are here this week and are really focusing on the issue of the transporting of specimens. I was asked to provide them with procedures and

competencies around this issue. Our current procedure involves four identifiers to assure that the patient receiving the blood is in fact the right patient.

“The four identifiers are Full Patients name, Medical Record number, Date of Birth, and Unique identifier alpha - numeric number. The other question that is being asked is that of competencies related to this.

“Our competencies are listed in the minimum requirements in our volunteer position descriptions. They are the ability to follow written and verbal directions, good communications and phone skills, ability to maintain confidentiality, ability to read, spell and write legibly, correct wheelchair usage, friendly and enjoy working with people. I will also provide them with an orientation/competency checklist that all volunteers must complete along with their annual written test.

“I feel confident that this will suffice and that the surveyors will be satisfied. I will keep you posted if they do the actual visit.”

EDITOR



Millie Stewart

*Continued next page*

## *DVS and JCAHO, from preceding page*

**Jennifer Fitzpatrick, CAVS, Manager, Volunteer Services, Mercy Hospital, Portland, ME:**

“We experienced a JCAHO survey in December. I was part of the Human Resources interview. They asked for five files and looked through them to see if we had (1) position descriptions, (2) competency statements stating that volunteers had completed General Orientation, (3) they checked with the Employee Health file to see that all volunteers received TB testing and reminded me that the health information should not be kept in the volunteer's file, and (4) they asked about my evaluation process for volunteers.

“As I had only developed a plan for evaluation of volunteers and didn't have evals in each folder, they reminded me that that is a new standard and that they will be looking for evals in future visits, particularly in patient service areas. I was not marked down for not having them in the file.

“A question that they asked in the interview was around Pet Therapy and how I ascertain that the pets' records are current and that the pet is safe. Thankfully, I had recently performed file review on every pet and all their certification and veterinary records were current!

“The interview was more of a conversation with all of us - the exchange was educational, not punitive.

“During the survey, one issue I had was at our Information Desk. Apparently a surveyor on the off shift (eve) asked at the Desk how to find maternity and was given directions by the volunteer on duty. The surveyor suggested that the volunteers stop all visitors to *The Birthplace* rather than

direct them to that area. We have a high security system in place in *The Birthplace* and we're working on how to make that better.

“They also asked if volunteers had been HIPAA trained!”

**Diamond A. Belejck, Manager Volunteer Services, MidState Medical Center, Meriden, CT:**

“Well, we were as prepared as we could be; however, our surveyors never questioned a volunteer about anything. A lot of their questions were directed at employees randomly. I was never asked to sit in on the HR interview nor was I asked for any volunteer files.

“But it is very important not only to review all files to ensure all paperwork is there, evaluations, competencies, and 100% TB compliance. It makes everything a lot easier for the next visit!!

“As soon as we were notified of the dates, I sent a newsletter to everyone called the JCAHO Update. (I usually do quarterly newsletters to the volunteers.) In it, I ask them to sign up for orientation sessions to review questions that may be asked and why we are being surveyed. In the newsletter, I also give possible questions that surveyors may ask of a volunteer.”

**Jean Barrett, Director of Volunteer Services, Southern New Hampshire Medical Center, Nashua, NH:**

“Our JCAHO visit went very well. Surveyors focused on tracing a patient's visit here and never asked the volunteers or myself a question. Their last day here was spent going over records, but again a volunteer record was not requested. So life is back to normal and everyone is feeling very good about the visit.”

## CALENDAR

**May 24—NEADHVS Education Committee, 2 p.m., and Board, 4 p.m., Chatham Bars Inn, Cape Cod.**

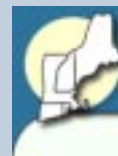
**May 25-27—2004 NEADHVS Spring Educational Conference, Chatham Bars Inn, on beautiful Cape Cod, MA, contact Michelle Caruso, mscaruso@aol.com.**

**June 10—MADHVS Annual Meeting, Lowell General Hospital, program on cultural diversity, contact Michelle Caruso, mscaruso@aol.com.**

**June 16—RIAHVA Annual Meeting, contact Gloria Mancuso, Gloria.Mancuso@med.va.gov**

**June 24—MSDHVS Annual Meeting, Samoset Resort, Rockport, contact Lynda Rohman, lrohman@emh.org.**

**Sept. 9-13—ASDVS Educational Conference, Atlanta, GA.**



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## *At the 2003 Fall Conference at Nashua, NH*

**RIGHT: Lisa Coble, left, of Rhode Island and Robin Kline of Massachusetts.**



**ABOVE LEFT: Gloria Mancuso, left, and Lynn Foster of Rhode Island.**



**ABOVE RIGHT: Debbie Schoch, left, and Georgia Bergen of Vermont.**

**RIGHT: Donna Wright, left, and Donna Lewallen of New Hampshire.**





**TOP: Jeannette Hodge of Connecticut, right, with Jack Barry, left, New England Regional rep for the American Hospital Association, who spoke on health care issues at the national level.**

**BOTTOM: Left to right, Eileen Pelletier of Connecticut, Joe Dooley of the ASDVS Board who was also an exam proctor, and Jennifer Fitzpatrick of Maine.**



NEADHVS  
*Spring*  
Conference  
2005

*Portsmouth,  
New Hampshire*

*Hosted by the  
New Hampshire / Vermont  
Directors of Volunteer Services*



*Smiling because the CAVS exam was behind them are Joyce Paradis, left, and Sandy Cranford of Maine.*

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# “Innovation Meets Tradition” is theme for ASDVS Conference in Atlanta Sept. 9–12

“Innovation Meets Tradition” is the theme for the 35th ASDVS/Auxilian/Volunteer Leadership Conference Sept. 9-12 in Atlanta, GA, offering top-quality educational opportunities for all participants.

Hamilton Jordan of Atlanta, former Chief of Staff to President Jimmy Carter, is expected to be the opening speaker for the conference at the Hilton Atlanta. Jordan is a three-time cancer survivor and the best-selling author of “No Such Thing as a Bad Day,” which was published in 2000. His website says “His assertive approach to horrific life experiences, delivered in a compelling, inspirational manner, give hope and encouragement to those facing similar challenges.”

The conference planning committee has worked diligently to assure that you will be excited about the program, designing workshops that address all areas of healthcare volunteerism, including a special segment for Gift Shop managers. The Trade Show, the Resource Center and the Silent Auction will be grouped in one central location and there will be something for everyone.

Conference closing speaker on Sunday is country music singer LaDonna Gaitlin, sister of the Gaitlin Brothers, who is expected to sing at least one song. She believes “we each ‘sing our own song’ every day though

our works, our deeds, and our actions—in short through our lives.”

Also lined up are workshops: Grassroots Advocacy by Al Jackson, Professional Image and Integrating Staff to Work with Volunteers by Sabrina Clark, Humor and Healing by Joshua Sickel, Generational Issues with Faith Roberts, Communicating for Success by Serita Mayben, Effective Meetings by Dr. Shirley Garrett, and Taking Smart Risks by Sherri Peace.

The conference committee is very excited about the speakers who will be sharing the newest issues, opportunities and challenges facing healthcare volunteerism today. “Be prepared to laugh, to cry, to share and to celebrate who we are and what we're all about as volunteers and volunteer leaders,” say Bonnie Boyles and Gail May of the conference committee. They also advise going to Atlanta a day or two early or stay longer to enjoy all the Atlanta area has to offer. Visits to the World of Coke, the CNN Studios or Stone Mountain would be wonderful family events.

Be assured that the ASDVS Board, the Conference Committee, the COV, the VA and the AHA staff will be available to you, to plan a pleasurable, educational and beneficial experience. Meet new friends, network, learn, grow and have fun in Atlanta. Together we will explore how “Innova-



**Hamilton Jordan**

tion Meets Tradition.”

Reservations are being taken now with both ASDVS and the Hilton Atlanta. If you register on or before June 7, there is a \$50 discount of the \$450 registration fee. You may download both the registration and the housing forms on the ASDVS website, [www.todaysvolunteer.org](http://www.todaysvolunteer.org). Cost of rooms is \$121 per night, plus 14 percent local taxes, double or single rooms.

The CAVS certification exam will be given in Atlanta at a cost of \$175. The certification review and lunch is an additional \$100.

Watch the ASDVS website for the most up-do-date information.

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*Special Thanks to*  
**Federated Wholesale**  
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## Connecticut

**Kelley Boothby**  
*President, CADVSH*

It is an honor to serve CADVSH as we look forward to another rewarding year. Our dedicated program chairpersons have managed to put together affordable quality programs for our 44 members by tapping into valuable resources in our very own organization and holding the workshops at members' facilities.

Connecticut has not been immune to the challenges faced by the healthcare industry. Many of our colleagues continue to experience budget cuts, department restructuring, and in some cases, total job elimination. With that in mind, the February program was very timely. CADVSH members Tobye Karl and Eileen Pelletier promoted education about our roles and the importance of volunteers by presenting "Integrating Staff and Volunteers: How to Develop a Staff Education Program."

Both Tobye and Eileen provide ongoing education to staff in their hospitals, and have drawn upon Margie Harris's excellent program "Integrating Staff and Volunteers: Building the Partnership" and the NEADHVS White Paper, "Volunteer/Staff Relationships: Questions and Answers" to put together their program. They discussed the importance of educating staff about the structure of the volunteers services department, the process of getting volunteers to their assigned departments, policies and procedures, laws impacting volunteers, JCAHO implications, key motivators for volunteers, steps to achieving successful relationships

between staff and volunteers, and how to create a volunteer role that allows the staff to do more with less. This definitely was a win/win program that also qualifies for Continued Education Credits for some staff. CADVSH has purchased a program from Margie Harris that was given to a lucky attendee at the workshop at MidState Hospital in Meriden.

Dawn Costanzo, Gift Shop Manager, and Maureen Hallisey, Auxiliary Gift Shop Chairperson for St. Francis Hospital, represented CADVSH at AmericasMart in January.

Dawn will offer a workshop for CADVSH members, gift shop managers, and auxiliaries in the spring. We are pleased to extend invitations for these two groups to join us for an educational workshop.

We've shared workshops with staff from human resources, patient relations, and nursing departments; however, this will be a first for gift shop managers and auxiliaries.

Three CADVSH members took the CAVS exam offered prior to the NEADHVS Fall Conference in Nashua, N. H. Mary Rahaim, The William W. Backus Hospital in Norwich, Eileen Pelletier and I, Hartford Hospital, received the certification. Several members plan to take the exam in the future.

It sounds like the NEADHVS education committee has lined up extraordinary workshops for the Spring Conference. Chatham Bars Inn on the Cape in May will be mighty enticing after this bitter cold winter.



## Maine

**Sandy Cranford**  
*President, MSDHVS*

Mainers returned to the very beautiful Mid Coast Hospital in March for our Winter/Spring meeting. The subject was "A New Role for Volunteers—The Palliative and Supportive Care Program at Mid Coast Hospital," presented by a palliative care social worker, medical oncologist certified in palliative care, home health nurse and palliative care volunteer. The setting couldn't be nicer. The new Mid Coast Hospital was created to present a healing environment – art everywhere, gardens, indoor waterfalls, and a meditation room that makes you feel like you are out in the woods. And the hostess with the mostest – Millie Stewart.

On June 24 we will join with the Maine Hospital Association for its annual meeting at the wonderful Samoset Resort in Rockport. MHA has a much bigger budget than MSDHVS, so we are privileged to hear some world class speakers at a reasonable price. It is also at this meeting that we hope to present the DOVE award to a deserving DVS. More to come on that.

We are still feeling quite proud of the Mainers who studied hard and achieved the new national certification—CAVS, Certified Administrator of Volunteer Services.

The first Mainer to pass the test was Terri Swanson who took the exam in Reno. Along with more than 20 New Englanders who took the test in November, 2003 in Nashua were Connie Bright, Sandy Cranford, Jennifer Fitzpatrick, Joyce Paradis, and Lynda Rohman. Everyone passed with flying colors, and we would encourage everyone to go for it. You will be amazed at how much knowledge you really have. We look forward to seeing our New England colleagues on the Cape!



## Massachusetts

**Michelle Caruso**  
*President, MADHVS*

As spring fast approaches, Massachusetts is gearing up for its final two education programs of the year. In keeping with our practice of offering meetings all across the state, MADHVS traveled to Cape Cod on April 2 for its spring meeting. The topic, "Communication, Communication, Communication," offered by Pam Barber, Volunteer Coordinator at Franklin Medical Center and Diane Dubreuil, DVS at Baystate Medical Center, focused on learning from a customer satisfaction system how to help us relate better with volunteers, staff and each other.

The Annual Meeting is Thursday, June 10, when the nominating committee will present the slate of officers for 2004-2005 and any bylaw changes will be approved. The topic is "Cultural Diversity" and the need for all of us to be aware and sensitive to the cultural differences that exist in today's society.

A new initiative this year revolves around re-establishing a relationship with the Massachusetts Hospital Association. There are a number of issues facing healthcare in Massachusetts that could benefit from a close relationship between the MHA and MADHVS members and their volunteer constituencies. Board members will continue meeting with MHA officials in hopes of re-defining this relationship to the benefit of all involved.

In May, MADHVS will welcome colleagues from across New England to the NEADHVS Spring Professional Development Conference. Interest in the conference has come from as far

away as Florida, Kansas, New Jersey and Indiana. With featured speakers Jo Manion and Linda Graff, the conference promises to be dynamic, exciting and informative. MADHVS will be hosting a Jazz Duo / Viennese Dessert Display reception on Tuesday, May 25 when we will welcome all our friends, old and new. We look forward to seeing everyone in late May on beautiful Cape Cod.

This has been an exciting year for MADHVS. I would like to take this opportunity to thank the Board of Directors and all of our members for their support and hard work as we have made our way towards the NEADHVS conference. It has truly been a collaborative effort and our success would not have been possible without the efforts of all our members. It has been an honor to serve as President of MADHVS and I look forward to future successes under the capable leadership of president-elect Melissa Hubbard.



## New Hampshire Vermont

**Judy Rivers**  
*President, NHVDVS*

New Hampshire and Vermont both held networking meetings this winter.

Georgia Bergen and Debbie Schoch hosted the Vermont meeting at Rutland Regional Medical Center. Topics of discussion were the Bridges Program, affiliated with RRMCC, where volunteers visit clients in their homes to ensure a successful return home after hospitalization, teen programs, recruitment strategies, advertising, Auxiliary relationships, difficult disciplinary issues, reassignment policies, counseling and termination policies.

Sue Tremblay hosted the New

Hampshire Meeting at Catholic Medical Center. The main areas of discussion were employees serving as volunteers, touch versus no touch policy for volunteers-what volunteers are allowed to do with regard to interacting with patients is different in each hospital, and volunteer recognition ideas and plans. At both meetings the discussions were informal, lively and very supportive.

The NH/VT Meeting was held March 5, hosted by Andrea Henry at Dartmouth Hitchcock Medical Center. We now have 35 members-a wonderful group of energetic, fun-loving and supportive DVSSs. One of the highlights was the Brandy Stephens "Light-Hearted" Award presented to Sue Tremblay from her colleagues.

The discussions included recent JCAHO visits, and a review of plans underway for the 2005 Spring Conference. Andrea also organized a panel for discussion with two dedicated volunteers and staff who talked about integrating volunteers into the team!



## Rhode Island

**Gloria Mancuso**  
*President, RIAHVA*

It is a joy to see the winter ending and to see the sun occasionally. RIAHVA membership is at 14. Our Vice-President and Education Chair, Cynthia Smith, has left her position at Hasbro Children's Hospital to be a stay-at-home mom. We welcomed two new members, Adrienne Walsh, RI Hospital, and Cheryl Dellefratte, Roger Williams Hospital. Attendance at our meetings has increased because the meetings are scheduled at 8:30 a.m. and at the same site.

## Rhode Island, from page 15

Belated congratulations to Linda Sarrisan who became Mrs. Linda Gregoire last November.

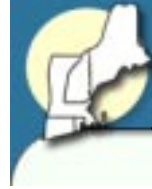
RIAHVA members met in February and our educational topic was Recruitment and Retention. We had a round table of Best Practices. Our educational topic for our next meeting in April will cover interviewing skills. The proposed speaker is a representative from the Volunteer Center of RI, talking about a new DVS mentor program. Several members have expressed an interest in this mentor program.

In June my two-year term as President of RIAHVA will expire; this will be my last newsletter. My time in office flew by and I was honored to have served as President. I would like to thank all of our members for their support during my term as President.

Linda Gregoire volunteered to chair the nominating committee.

As Education Chair and President-Elect of NEADHVS the Education Committee has worked very hard and is very excited to offer an exceptional program at the Chatham Bars Inn. I will look forward to serving our membership as President of NEADHVS beginning in May.

At our April meeting we will begin planning for hosting the 2006 NEADHVS Spring Conference in Rhode Island.



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## THINK NEWS

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