Dear colleagues,

What an amazing year this has been. 2011 has been filled with so many opportunities to connect and learn from one another.

Let’s recap the year:

SCADVS Town Hall at the CAHHS Volunteer Leadership Conference, LA: 2/23/11

SCADVS had the opportunity to bring members together for networking and to find out what members wanted for the coming year in terms of educational and networking opportunities. We also put together our nominating committee who slated the 2012 SCADVS Board (GREAT JOB)!

SCADVS Annual Education Day: 6/29/11

SCADVS invited our sister associations from Northern California and San Diego, plus HASC Members to join us to learn from Thomas McKee about the New Breed of Volunteer (thank you Avi Zaraya and Kathy McIntire)!

SCADVS Gift Shop Mentor Meeting: 7/25/11

Antelope Valley Hospital (thank you Sheila Swangler) invited SCADVS members to get together to talk about Gift Shop Issues. It is always refreshing to know that we all experience similar challenges. Coming together always brings opportunity to share great ideas, and “steal” ideas from others!

SCADVS Student Mentor Meeting: 8/31/11

Hosted at Cedars-Sinai Medical Center (thank you Kelly McVeagh), this mentor meeting brought together some enthusiastic SCADVS members to discuss all those college and teen volunteers! Again, another wonderful opportunity for sharing frustrations and resources with one another.

SCADVS Lunch and Learn: 10/14/11

Hosted at California Hospital (thank you Tracy Nordbak), this event was offered to SCADVS Members and Non-Members alike in an effort to grow SCADVS and bring new and veteran members together to meet and participate in SPEED LEARNING! We were able to offer two 30 minute round table topics sandwiched by lunch. What a GREAT new event and one we’ll look forward to spreading to other regions in 2012!

SCADVS General Meeting and 2012 Board Installation: 11/30/11

This meeting was incredible, with members coming from both far and near to come together to learn about new programs and install the 2012 SCADVS Board (see enclosed article).

SCADSV Website (new and improved) to be revealed in December, 2011

Thanks to Sheila Swangler, we will have a new and improved website! This new website will offer members the opportunity to post on forums and respond in kind, we’ll also have the SCADVS membership roster on the website for easy access to colleagues. In addition, all of our upcoming events will be prominently posted, as well as our newsletters! We can’t wait to be more accessible to our members and provide an environment where resources will be more tangible!

In looking back, you can see how busy our professional affiliation has been trying to reach out to our members, grow in new directions, and stay relevant to all who manage volunteers in hospital settings!

As this is my last newsletter as SCADVS President, I would be remiss if I didn’t take the time to thank all of you who trusted me in this incredible role. I have had the opportunity to build some amazing relationships with so many of you over the past year.

To the 2011 Board…what can I say, all of you are such incredible leaders and each of you brought your amazing talents to the table when you decided to join the Board this year – you were committed to the goals we set back in January 2011, and all of those goals were accomplished! For that, I thank you!

I will look forward to supporting the 2012 Board in its continued efforts to make SCADVS a worthy organization to join.

I wish all of you a happy and healthy holiday season!

Best,

Allison Rutter, MSW

President, SCADVS
SCADVS 2011 Lunch & Learn

On 10/14/11, SCADVS and non-members came together at California Hospital for a lunch a learn opportunity. The goal was to bring in new members and to provide current members in Los Angeles County with a forum to learn from colleagues and network over lunch. Two round table educational opportunities were provided and the topics of discussion at each table varied. Some of the topics included: how to manage volunteers (difficult and aging in place, etc), gift shop issues, onboarding volunteers, volunteer competencies, and working with paid staff (regarding volunteers and volunteer programs). According to the evaluations from attendees, the event was a success! We look forward to spreading this kind of mentor group to other regions in 2012. Stay tuned for more information!

Meet Our 2012 President Elect, Tracy Nordbak

Tracy fell into volunteer management when the position for a student manager became available at Downey Regional Medical Center. For over a decade she guided the volunteer and Auxiliary programs at DRMC.

In early 2011 Tracy joined California Hospital Medical Center. The position at CHMC holds many challenges because the hospital has not had a volunteer program since the late 1990’s. She is busy building the infrastructure for the department, recruiting volunteers & getting to know leaders within the hospital in order to develop programs. She is enjoying learning about the differences in suburban vs. urban volunteer populations.

Tracy attributes much of her professional success to membership in SCADVS. In addition to the practical knowledge and resources of members, she has benefited hugely from the personal support and encouragement of accomplished peers and friends that she has met through involvement in SCADVS.

Tracy and her husband Eric recently became ‘empty nesters’ when the youngest of their four children began his freshman year in college. They are getting to know each other again on Friday night ‘date-nights’ while patiently awaiting the patter of little feet from the next generation.

Congratulations
Tracy Nordbak, DVS
2012 Installation and General Meeting  
By Allison Rotter

SCADVS Members came together for a jam packed day on Wednesday, 11/30/11 at Torrance Memorial Medical Center. The event was all about recognizing our colleagues for great work, installing the 2012 SCADVS Board, learning about new programs through visiting rounds and networking of course!

Two incredible programs were recognized at the event: April Garcia (on behalf of DVS Sheila Swangler) from Antelope Valley accepted a volunteer excellence award for their teen volunteer SMILE program. April described how the SMILE program has reinvigorated the teen volunteers and how the teens are perceived by staff and customers at Antelope Valley. She shared pictures of the teens in action! It is obvious how much pride April takes in this program! The next program excellence award was given to Tamara Koch from Saddleback Hospital for her Pampering Angels Program. Two of the fun programs that fall within the Pampering Angels category include volunteers baking homemade cookies (I can smell that delicious smell from my computer, can’t you?) on the unit and then distributing the cookies to patients. Another program in this category includes a patient hair washing program! You heard it right… in fact, Tamara bragged that in one day, a team of volunteers (many of whom were doctors!) washed hair for 90 patients! GREAT JOB Tamara!

Next was the touching installation of the 2012 SCADVS Board Members! The auxiliary at Torrance Memorial installed new members into their new positions with poise, humor and warmth. Mary Matson, as new President, was given many kudos from her auxiliary and executive leadership at Torrance Memorial.

The rest of the afternoon Torrance Memorial had a chance to strut their stuff as members strolled through the white tent to view theme decorated trees for sale and a holiday boutique. Some of the trees were absolutely incredible (USC Tree… special mention). This is a very successful community fundraiser for the hospital and we felt fortunate to participate. Visiting rounds for the BINGO volunteer program was another area of pride for Torrance Memorial. The BINGO volunteers came to the meeting to tell us how the program works and how patients get to participate each Wednesday in playing BINGO through their TV. The winner gets a $5 gift card to the gift shop.

Last, but definitely not least… Members had the opportunity to network with one another. Both new and veteran faces filled the room… with one common theme of welcoming, openness and pride in what we all do.
Get Your March On!

By Tamara Koch

As we continually look to inspire, encourage and motivate our faithful volunteers Saddleback Memorial Medical Center hosted our Annual General Meeting themed “Get Your March On!” Building around the military emphasis we transformed the conference rooms into a barrage of military props setting the tone for teamwork, unity and highlighting our volunteer ‘army’ marching in service to the hospital.

The meeting began with our local American Legion presenting the colors and flag salute. This was followed by a very special guest speaker; Louis Zamperini from the New York Times best selling book of his life story ‘Unbroken’ by Laura Hillenbrand. The spry, witty 94 year old shared of his Olympic stardom in the 1936 Berlin games shaking the hand of Adolf Hitler to his track scholarship at USC. Drafted into WWII as a bombardier on a B-24 flying a reconnaissance mission over the pacific, engines failed and ‘Lucky Louie’ along with the pilot survived 47 days beating off shark attacks, debilitating sun and no rations only to drift 2,000 miles onto an enemy island. This was only the beginning of his test of human stamina. After being tortured, beaten, starved and drugged for over two and a half years in POW camps...he was rescued. Dealing with post traumatic stress and a vengeance for his captors Louis struggled to survive at home. After being persuaded by his wife to attend a Billy Graham tent crusade, Louis converted to Christianity. His faith journey led him to return to Japan and forgive his captors and torturers serving the Japanese people with his renewed spirit of redemption. He carried the Olympic torch in the 1998 Japan Olympics for the country that almost killed him. With a standing ovation and roar from the crowd Louis inspired us all with his bravery and ability to keep ‘marching’. It was truly an honor to be in his presence.

The business meeting continued recognizing the hard earned donations from the Gift and Thrift Shops, a ‘get to know your fellow volunteers’ team building activity and a ‘Get your march on’ walking challenge. Over the next 30 days our volunteer ‘army’ will be recording their steps on pedometers. There will be prizes awarded including gym memberships, personal training, yoga classes, Mother’s Market gift certificates and more to those with the most steps recorded. A ‘mess hall’ lunch was enjoyed by all.

As we continue to fight our way through the ups and downs of Healthcare reform, shrinking FTE’s and competitive customer service our Volunteer ‘army’ will stand strong. Assessing the needs of the staff and aligning the gifts of the volunteers we are positioned to provide exceptional service and patient care as we continue marching!
AHVRP Conference Recap

I want to thank the SCADVS membership for sending me to the AHVRP conference in September as your President-Elect. Like the CAHHS conference, AHVRP offers excellent opportunities for networking with other volunteer management professionals, learning best practices for our profession through educational workshops, and being reinvigorated (and sharing a few laughs) from the general session speakers. It is great to network with people from all over the country. I came back with several new ideas and tools for doing my job better.

Among the conference highlights:

- Keynote address by former Blue Angels pilot John Foley. He communicated how the precision performance of the Blue Angels is based on trust, among other things. Check out his free resources for “Closing Your High Performance Zone” at www.johnFoleyInc.com.


- AHVRP has completely revised their DVS Toolkit. It is loaded with template forms, reports, benchmarking tools and more. If you are a member check it out at http://www.ahvrp.org/ahvrp/mem/dvs-toolkit-glance.shtml.


- There were several excellent workshops on how volunteers can help improve HCAHPS scores as well as many other great topics. Session handouts are available to AHVRP members at http://www.ahvrp.org/ahvrp/conference/conference11/files/handouts.pdf.

- Our own Sheila Swangler from Antelope Valley Hospital presented a workshop on how to market your volunteer program. Victoria Heidelman from St. Joseph in Orange is one of AHVRP’s instructors for the Principles Modules.

- A hilarious closing session by comedy writer and comedian Jan McInnis on “Finding the Funny in Change” provided a great way to end a long week.

Thanks again for sending me!

Mary Matson
SCADVS President-Elect

Happy Birthday to our SCADVS members!

Pamela Wegner 11/1
Stacy Miller 11/8
Carol Coenraad 11/9
Ginny Ince 11/9
Kathy Sipes 11/22

Mary Jayne Johnstone 11/27
Priscilla Gamb 12/4
Cindy Daniels 12/7
Vanessa Della Valle 12/21
Allison Rotter 12/26
Save the Date

CAHHS

February 20 – 23, 2012
San Francisco, CA

The 2012 California Hospital Volunteer Leadership Conference goals are to strengthen the hospital volunteer movement and the effectiveness of hospitals to recruit, manage and retain volunteers and to demonstrate ways to strengthen volunteer impact in serving hospital patients. Whether you are a volunteer or paid staff, a new, mid-level or experienced hospital volunteer leader, supervise one or multiple hospital areas - this conference is packed with opportunities for you to learn, connect and be inspired. Be a part of it all…in San Francisco!

What would you like to see in the SCADVS newsletter? Tell us!

Do you have a Best Practice of which you are proud? Did you learn something new at a conference or from networking with a colleague? Share it in the newsletter!

If you have an article or event you would like announced in the next newsletter, please contact:
Grenda Pearlman
310-829-8208
grenda.pearlman@stjohns.org

We’re on the Web
www.scadvs.com

Membership

Welcome to our new/returning members:
Kelli Houston, Volunteer Manager, Kaiser Permanente Baldwin Park
Blanca Andrade, Volunteer Manager, Alhambra Hospital Medical Center
Marianne Davis, Chief of Voluntary Service, VA Greater Los Angeles Healthcare System
Kim Vollers, Volunteer Coordinator, San Antonio Community Hospital
Alicia Hoover, Volunteer Coordinator, Mission Hospital
Raquel Dominguez, Director of Volunteers, St. Francis Medical Center
Jonathan Sandoval, Volunteer Coordinator, St. Francis Medical Center

Membership has its benefits!
Networking, Education, Regulatory Updates, etc....
If you know of a new volunteer manager in your area, please tell them about SCADVS.
For more information please contact:
Mary Jayne Johnstone, VP of Membership at maryjayne.johnstone@huntingtonhospital.com