

MINUTES
ORANGE COUNTY COUNCIL OF HOSPITAL VOLUNTEERS (OCCHV)
GENERAL MEETING, MONDAY, March 21, 2011
SADDLEBACK HOSPITAL, LAGUNA HILLS, CALIFORNIA
HOST: SADDLEBACK HOSPITAL, LAGUNA HILLS & SAN CLEMENTE, CA.

CALL TO ORDER: The meeting was called to order at 10:00 AM by President Donna Shockley. A quorum was present. President Shockley welcomed all attendees and thanked Saddleback DVS Tamara Koch for making the room and meeting arrangements.

PLEDGE OF ALLEGIANCE: President Donna Shockley led us in the Pledge of Allegiance.

INSPIRATIONAL: Annette Rhovski, Saddleback Chaplain, gave the inspirational prayer.

HOST HOSPITAL: Tamara Koch, DVS Saddleback Hospital, our hosts for the day, gave an informative and upbeat report on recent activities at Saddleback. One highlight was a recent Orchid sale by their Gift Shop that raised over \$2,500 for the hospital.

SECRETARY: The minutes of the January 17, 2011 General Meeting were previously distributed by email and USPS mail prior to the meeting by the Secretary. There being no reported changes the minutes were accepted without reading at the meeting. Douglas Campbell then conducted the roll call. There were 11 hospitals represented, 46 registered and 42 people attending.

TREASURER: President Donna Shockley announced that the Treasurer's report for the period February 1, 2011 through March 21, 2011 had been approved at the preceding President's Council meeting.

REPORTS FROM THE MORNING BREAKOUT SESSIONS:

Gift Shop Meeting: The meeting only had three attending. Discussion centered on how to handle the loss of key personnel and preventing an operational crisis.

DVS Meeting: The meeting had seven attendees representing ten hospitals. Discussion centered on National Volunteer Week and how each planned to promote the week. Saddleback has a strong program planned including an evening reception complete with hors d'oeuvres and beverages. All volunteer groups, Senior, Junior – High School, and College participate. Also discussed was drug testing of volunteers (with a consensus unified "NO"), and the prior mentioned Saddleback Orchid Sale.

REGION II ADVISOR: Karen Reynolds had no Region II or CAHHS announcements.

RECOGNITIONS: President Donna Shockley recognized outstanding OCCHV performances.

- Jeanne Christensen, OCCHV Past President 1997-98 recently received a recognition award from the Assistance League of Anaheim for her 51 years of volunteer service.
- Betty Lemberg and Dottie Dehlin, both from Saddleback and recently retired from the OCCHV Executive Board, were thanked for their valuable services to the organization.
- Ralph Hillman was thanked for his diligent work on health care legislation and for preparing an extensive article for the upcoming issue of the Orange Blossoms.

PROGRAM: Vice President Rita Hertlein introduced the first of our three speakers of the day reporting on their attendance at the February CAHHS Convention in Los Angeles. Following are abridged highlights:

Michelle Sinclair, UCI Irvine Douglas Volunteer System:

- CAHHS program most memorable take – “I enjoy change – you go first!” by Thomas Priselac, Cedars-Sinai Health System.
- High impact of volunteers on hospital services.
- Loma Linda Hospital presentation on the “Clothes Closet” program. UCI Irvine has also adopted this program with great results.
- UCI Irvine Douglas has more than doubled its volunteer program to over 600 volunteers.
- New emphasis program – blood and platelet donations. Volunteers receive 50 and 80 hours for respective donations.
- Excellent presentation Michelle. Thank you.

Karen Reynolds, CAHHS Region II Advisor.

- Karen handed out a very complete summary report of the sessions she attended and touched on her personal highlights. Great job Karen. Thank you.
- Most memorable program take – “Volunteers need to get aggressive in areas they can serve their hospitals.”
- Future CAHHS Conventions – to keep costs down and for broader participation, looking at a live program video feed to hospital’s audio visual rooms for out of town volunteers.
- Generally, we need more “sharing” of ideas between volunteers and hospitals.

Lonnie Dodson, the “Mystery Speaker,” Advisory Co-Chair St. Joseph Hospital

- Comprehensive description of the Volunteer Day Manager Program at St. Joseph.
- Hand out: “What Is a Volunteer Day Manager?” – “Day Manager Overview” – program duties, goals, reports, and detailed service description.
- A successful program at St. Joseph Hospital for other volunteer organizations to consider. Thank you Lonnie!

Additional Short Reports from the CAHHS Convention were given by: Patricia Olson, AHMC Anaheim Regional MC; Sherry Sumner, Hoag DVS; Doug Campbell, Hoag Newport; and Anne Mazur, AHMC Anaheim Regional. Thank you all.

LUNCHEON WAS SERVED: An excellent buffet was offered with delicious desserts, soft drinks and bottomless coffee. Clearly, hospitals can serve great meals!!

OPPORTUNITY DRAWING: Dena Sabeau conducted the opportunity drawings for a spectacular orchid donated by our host hospital.

NEXT GENERAL MEETING: Mini Conference, Monday, June 20, 2011 at the Phoenix Club, Anaheim. Host hospital is UCI Douglas. Mark your calendars now and plan to attend!

The meeting was adjourned at 12:40 PM. Thank you Saddleback! Outstanding host.

Respectfully submitted,

Douglas Campbell
OCCHV Secretary