

Missouri Association
Directors
of Volunteer Services
~Est. 1968~

MADVS NEWS!

ASDVS—Affiliated Group
MHA—Professional Membership Group

Fall 2005

Don't miss the fun
TNT Dinner and
Officer Installation
on Wed. night at
6:30 p.m.

2005 MADVS FALL EDUCATIONAL CONFERENCE

Tan-Tar-A

November 2-4, 2005

MADVS: "Leadership: Making the Connection"

All MADVS events will be in Room 60 unless otherwise specified.

Wednesday, November 2, 2005

- | | |
|---------------|---|
| 8:00 – 9:15 | Registration Open |
| 9:30 – 11:00 | MADVS Board Meeting (Officers and chairs attend) – Room 64 |
| 11:00 – 12:00 | Set up Silent Auction, 50/50 Raffle and Sponsor Displays |
| 12:00 – 1:30 | Lunch (on your own) at Black Bear Restaurant
Visit Sponsor Displays/Silent Auction |
| 1:30 – 4:00 | Afternoon session: Sponsors and Speakers Make the Connection
Welcome/Overview
Introduction of Sponsors.
Speaker – Brent Brazell – "Leading Multiple Personalities" |
| 4:00 – 4:15 | Break and Silent Auction |
| 4:15 – 5:15 | MADVS General Meeting (All members welcome) |
| 6:30 - ? | TNT Dinner/Installation of 2006 Officers (location TBA) |

Thursday, November 3, 2005

- | | |
|---------------|--|
| 8:45 – 10:15 | MHA General Session |
| 10:15 – 11:00 | Break, Silent Auction and Sponsor Displays |
| 11:00 – 12:15 | Speaker, Shar McBee – "To Lead is to Serve"– Part 1 |
| 12:15 – 1:45 | MHA Awards Luncheon |
| 2:00 – 3:30 | Speaker, Shar McBee – "To Lead is to Serve"– Part 2 |
| 3:30 – 4:00 | Break, Silent Auction and Sponsor Displays |
| 4:00 – 5:00 | Speaker, Bruce Hartley, "Volunteerism: To Brazil and Back" |
| 5:00 | Sponsor Displays come down, Silent Auction & 50/50 Raffle Ends |

Friday, November 4, 2005

- | | |
|---------------|--|
| 8:30 – 9:00 | Set up Resource Corners |
| 9:00 – 9:30 | Silent Auction "Pay & Take" & 50/50 Raffle winners announced
View Resource Centers |
| 9:30 – 10:30 | 2005 Board Appreciation and CAVS Graduation Ceremony |
| 10:30 – 10:45 | Break, View Resource Centers |
| 10:45 – 11:45 | Speaker, Catherine Jones – "Creating Commonality – Leadership Skills to Bridge the Generation Gap" |
| 11:45 | Closing Remarks |
| 12:00 – 1:30 | 2006 Board Planning Meeting/Luncheon at Black Bear Restaurant |

Kathy Hoff, CAVS, VP of Education

New for 2005!

"Resource
Corners" will be
featured on
Friday morning!

Corner # 1 -
Recruitment/
Retention materials

Corner # 2 -
Quality
Improvement

Corner # 3 -
Volunteer Annual
Reports

Corner # 4 -
Orientation Manuals

It would be great if
everyone would
bring copies of the
noted items to help
stock the tables .

*Janell Patton, CAVS
Resource Chair*

National Convention Report



Minneapolis was a great place to have our 2005 ASDVS meeting.....I had forgotten what a beautiful Midwest city Minneapolis is....but then it was 1976 when I was last there during the bicentennial celebration! It is always great to see fellow MADVS members and catch up with news from around Missouri as well as meet other volunteer directors from throughout the nation.

Highlights for me....besides the great restaurants and good company were: The *Networking Table Topic session* sharing common concerns, ideas and best practices. I chose the table for "Hospitals with 100 Beds or Less" where we discussed volunteer

hours, recruiting and orientation. The "neatest thing" at this table was becoming acquainted with the moderator who was Beverly Epps. Beverly is our 2006 ASDVS President Elect!

The concurrent session, *Leadership and the Art of Negotiation*, was presented by Julie Fryckman, who also was the opening session speaker. I learned negotiation is not about conflict...gather your facts and "evidence", be clear and concise with your facts, anticipate and address possible questions, and turn weaknesses into strengths.

Leading Leaders was presented by Joslyn Park, a Volunteer Director from the Mayo Clinic in Phoenix, Arizona. She was an excellent presenter and enjoyable to listen to. One tip for all of us when the JCAHO survey team comes to your facility and asks a volunteer, "What is their role in mission of the organization?" Answer is: "I show up!". I also "learned" that the Gift Shop is really an "oasis of happiness" for volunteering, but then I think that could be applied to all volunteer opportunities at Ellis Fischel!

Risk Management Issues in the Volunteer Department was very interesting, but there was not enough time to answer all the questions! Hot questions asked had to do with, of course, background checks. Also discussed were security issues, workmen's comp, and patient safety.

There was even time to take in the "Mall of America"....no way could you see every store in the 4 hours we were there...dinner at Bubba Gumps was fun.

Lastly, congratulations to Jean Anton for a job well done, having served on the ASDVS 2005 Conference Planning Committee...it was a great conference! Congratulations also to Bruce Hartley, who will be serving on the Nominating Committee on the ASDVS Board for 2006. Looking forward to seeing everyone at MHA in November.

Emily Smith, CAVS, Secretary

Stuff from Steph. (our Prez.)

Continuing education is so important to a DVS and attending conferences is one of our best ways of keeping up with the latest trends in our field and the national conference in Minneapolis in September did not disappoint those of us who attended this year. The conference was everything it promised to be! Missouri had a great attendance (as usual!) and we gathered one night to celebrate our friendship at the 'The Melting Pot' (a fondue) restaurant. It was an honor to be asked to present a Best Practice presentation on our newsletter to the Leaders Group. That makes 2 years in a row that Missouri has had a best practice to present!! All in all it was a wonderful conference and we all left with new ideas and a reenergized spirit.

The fall conference is now upon us and the opportunity for education and growth is being presented in a big way this year. There is something for everyone! You don't want to miss the general sessions, the MAHA group has changed their education this year to include their gift shop seminar and we at MADVS have secured several fantastic speakers including the internationally known Shar McBee author of "To Lead is to Serve." You will want to hear her presentation!

The conference is going to be jam packed with all kinds of excitement and activity you don't want to miss out on. It's not too late to come if you haven't signed up! See you at TanTarA...

Stephanie Spradling, CAVS, MADVS President

TONGUE FU! TIPS from Gwen Fujie (speaker at ASDVS National Convention)

1. When people complain, don't explain, take the AAAA train.
Agree ("You're right.") **Apologize** ("I'm sorry.") **Act** ("And I can ...")
Appreciate ("Thanks for ...")
2. Don't know what to say? Don't deny or defend. **Ask, "What do you mean?"**
3. In a disagreement? Replace the word "but" with the word "**and**" so you're connecting what's being said rather than canceling it.
4. Something gone wrong? Focus on the future with "**next time**" instead of punishing the past with "should." Be a coach, not a critic, so mistakes become lessons, not failures.
5. Are people arguing? Find solutions, not fault. Put your hand up and say, "**Let's not do this, instead let's ...**"
6. Feeling impatient? Fast-forward through your frustration by asking yourself, "**How would I feel ... ?**"
7. Circumstances not to your liking? "**We can't always choose or control what happens to us. We choose how to respond to it.**" - Victor Frankl

SILENT AUCTION AT TAN-TAR-A

The Silent Auction Committee needs your help. Please don't forget to bring your donations to help make this a strong money maker for MADVS. The committee welcomes donations from your gift shops or your community that could be used in other parts of our state (ie: restaurants, etc).

E-mail Mary Cunningham, if you have questions, at cunnmb@stlo.mercy.net.

2005 MADVS BOARD of Directors

THANKYOU to the 2005 MADVS Board of Directors for a wonderful year!

President	Stephanie Spradling, CAVS. stephanie.spradling@coxhealth.com
President-Elect/Newsletter	Bruce Hartley, CAVS, director_bruce@yahoo.com
Vice-President/Education	Kathy Hoff, CAVS. Kathy.hoff@tmcmcd.org
Education Committee:	Bruce Hartley, CAVS Janell Patton, CAVS, janell.patton@coxhealth.com
Secretary	Emily Smith, CAVS, SmithES@health.missouri.edu
Treasurer/Membership/Finance	Cindy Fishman, CAVS, cjf7668@bjc.org
Finance Committee:	Jean Anton, CAVS, janton@shrinenet.org
Members-at-Large/Membership Committee:	
Region 1	Beverly Taulbee, CAVS, btaulbee@saint-lukes.org
Region 2	Barb Fradkin, CAVS, fradbj@stlo.mercy.net
Region 3	Aileen Campbell, Voldir@pchmo.org
Region 4	Carol Steward, CAVS, carol.steward@ozarksmedicalcenter.com
Region 5	Amy Davis, adavis@brhc.org
• Nominating Committee Chair	Jeri Grimes, CAVS, jlgrimes@carondelet.com
• Nominating Committee:	Janell Patton, CAVS Bev Taulbee, CAVS Jean Rathgeb, CAVS, jrathgeb@bjc.org Rita Laws, CAVS, rlaws@carondelet.com Kay Steward, CAVS Stewardd@health.missouri.edu
• Professional Development	Rose Mays, rmays@mail.crmc.org
• Hospitality/Historian	Debra Dickinson, CAVS, deb.dickinson@hcamidwest.com
• Promotions/Web	Jeri Grimes, CAVS
• Legislative	Tina Norris, tnorris@bjc.org
• Policy & Procedures/By-Laws	



2006 MADVS Board

Thank you to the Nominating Committee for creating this slate of officers for election ...

President	Bruce Hartley, CAVS, director_bruce@yahoo.com
President-Elect/Newsletter	Kathy Hoff, CAVS. Kathy.hoff@tmcmcd.org
Vice-President/Education	Beverly Taulbee, CAVS, btaulbee@saint-lukes.org
Secretary	Barb Fradkin, CAVS, fradbj@stlo.mercy.net
Treasurer/Membership/Finance	Cindy Fishman, CAVS, cjf7668@bjc.org
Members-at-Large/Membership Committee:	
Region 1	Jean Cannon, Jcannon@libertyhospital.org
Region 2	Barb Hutchison, CAVS, barb_hutchinson@ssmhc.com
Region 3	n/a
Region 4	Paula Moore, CAVS, pmoore@stj.com
Region 5	Donna Abney, dabney@bjc.org
Nominating Committee:	Judy Constable, judyconstable@brhonline.org Ruth Ann Menneke, ramenne@audrainmedicalcenter.com Emily Smith, CAVS, SmithES@health.missouri.edu Carol Steward, CAVS, carol.steward@ozarksmedicalcenter.com

The following appointed committee chairs/members have agreed to serve on the board ...

Education Committee:	Kathy Hoff, CAVS Amy Davis, adavis@brhc.org Mary Kay Hoelsher, Mary_Kay_Hoelsher@smhc.com
Finance Committee:	Jean Anton, CAVS, janton@shrinenet.org Jean Rathgeb, CAVS, Jrathgeb@bjc.org Debra Dickinson, CAVS, deb.dickinson@hcamidwest.com
Nominating Committee Chair	Stephanie Spradling, CAVS, stephanie.spradling@coxhealth.com
Professional Development	Kay Steward, CAVS, Stewardd@health.missouri.edu
Hospitality/Historian	Linda McIntosh, ldmcintosh@freemanhealth.com
Public Relations/Web	Janell Patton, CAVS, janell.patton@coxhealth.com
Legislative	Jeri Grimes, CAVS, jlgrimes@carondelet.com
Policy & Procedures/By-Laws	Mary Kay Hoelsher, Mary_Kay_Hoelsher@smhc.com





MADVS NEWS! Is a publication of MADVS Board of Directors. Please contact MADVS Membership Chair, Cindy Fishman, CAVS at 314/454-7132 or CJF7668@bjc.org to inform us about e-mail, phone or postal address changes.

MISSOURI ASSOCIATION DIRECTORS OF VOLUNTEER SERVICES
~EST. 1968~

Bruce Hartley, CAVS
2005 MADVS
**President Elect/
Newsletter Editor**

As you can see, the MADVS delegation had a blast at the ASDVS National Convention this year in MN. Hope you can join us next year at the ASDVS National Convention in Philadelphia, PA, Sept. 20-23, 2006.



Congratulations to 2005 ASDVS National Extraordinary Award Program Winners from Missouri ...



(From L-R)
Lynn Graves Hardy-
Children's Mercy
Hospital,
Pat Poulin- ASDVS
Pres., Marcia
Tammeus and Stacey
Koenig,, Chidren's
Mercy Hospital,

Your winning program, "Art Galaxy" is very special!

