



Texas Association, Directors of Volunteer Services
2012 Educational Conference

The Woodlands Resort and Conference Center
February 20 – 22, 2012

“We are stronger together than we are alone.”

- WALTER PAYTON





On behalf of TADVS and the 2012 Conference Planning Committee, welcome to the 2012 Educational Conference at The Woodlands. You are sure to enjoy your time here as there is a little bit of something for everyone – shopping, golf, spas, soothing landscapes, and much more. Be sure to arrange your schedule so you benefit from the valuable educational offerings that have been planned for you, as well as personal time for fun and relaxation.

The theme for this year's conference is "Stronger Together." The Conference Planning Committee has worked diligently to seek out and include the issues that are most important to our volunteer leaders and retail operations professionals. The speakers are experts in their respective fields of volunteer resource development, customer service, volunteer engagement, compassion, and other areas important to our profession. The session topics are sure to engage us in learning about issues that affect our everyday work including HCAHPS, social media, patient satisfaction, volunteer resource development, and retail operations. There is also a retail tour of local gift shops that you won't want to miss.

In addition to the learning sessions, please make sure you visit and support the Silent Auction, which benefits our organization and allows us to carry out worthy efforts such as providing scholarships to our members for our annual educational conference. The vendor fair is another fun event. It is a time for you to mingle with vendors and find out about new products for your gift shop or fundraising shows for your organization. You can often pick up some great samples. As you visit with the vendors, please express your appreciation for their participation. Their sponsorships help make our conference a success.

Thank you for making an investment in your personal and professional growth. Make the most of your time and enjoy all the learning, share ideas with others, meet new friends, and have fun! And remember, we are always "Stronger Together."

Katie McCarty

Katie McCarty
TADVS President

TADVS Conference Presenters



Vicki Clark

Vicki, a noted speaker, trainer and consultant, has devoted the past 25 years of her life to assisting nonprofit organizations and to building capacity in volunteer, membership based organizations, state governments, and congregations. Board development, inclusion and diversity, leadership, strategic planning, volunteer resource development and effective communications are just a few of the topics she provides to organizations to help them in their efforts to accomplish their missions.



Anne Obarski

Anne challenges organizations to be CONTAGIOUS, on purpose. As a retail customer service strategist, she stretches audiences to focus on innovative and effective ways to keep their customers coming back and spreading the good word along the way. A past buyer for the May Co. Department Stores, now under the Macy's name, college retail instructor and co-author and author of 4 books on customer service have all helped Anne to bring real life experience and advice to the thousands of retail audience members that have heard her passionately speak over the past two decades.



Jill Friedman Fixler

Jill is a nationally known leader recognized for her innovative approaches to re-inventing, re-engineering and re-vitalizing nonprofit and public sector organizations. With over 30 years of experience, she combines her skills as a trainer, facilitator, public speaker and coach to promote excellence in volunteer engagement, strategic planning and board and organizational development for organizations throughout the United States and Canada.



Lisa Boesen, MAOM, PHR

Lisa is a Houston-based speaker, author, facilitator, coach and founder of Creating Compassionate Connections™. She has over 30 years of clinical, management and human resources expertise including recruitment, talent development, performance improvement and workforce development through the Institute for Healthcare Improvement initiatives. As a student of compassion, she researches the impact and importance of compassion on relationships, organizational culture and the customer experience.



Becki Carl Stutz

Becki Carl Stutz has over 14 years of volunteer management experience and spent four and a half years at Lawrence Memorial Hospital as the Student Volunteer Coordinator. This role had her working with nearly 600 junior high, high school, and college student volunteers each year. In October 2011, Becki began a new role at LMH as the Project Manager for the Physician Division and works with eleven physician practices on a variety of projects including implementing the Patient Centered Medical Home model to Centralized Scheduling.

Becki has served in a variety of leadership positions for the Kansas Association for Healthcare Volunteer Resource Professionals, including two terms as President. She has been a member of the Community Relations Committee for AHVRP, chairing the subcommittee on Social Media.

2012 TADVS Educational Conference

Stronger Together **Agenda At-A-Glance**

Day 1 - Monday

9:00 am to 1:00 pm

Registration - Lobby
Accept Silent Auction & Resource Items

10:00 am to 12:00 pm

Outgoing Board Meeting

12:30 to 1:00 pm

Mix-n-Mingle

1:00 pm to 3:00 pm

Lunch & Key Note Speaker, Vicki Clark
Stronger Together

3:15 pm to 4:45 pm

Volunteer Session,
HCAHPS: Why We Should be Concerned and
How Volunteers Can be an Asset

3:15 pm to 4:45 pm

Retail Session, Anne Obarski
Retail Business is Show Business!

5:00 pm to 6:30 pm

Joint Session, Becki Carl Stutz
Social Media

6:30 pm to 7:00 pm

Silent Auction Opens

7:00 pm to 9:00 pm

Dine-Around w/Group or Dinner on Your Own

Day 2 - Tuesday

8:00 am to 9:00 am

Registration and Continental Breakfast
Silent Auction & Resource Room Opens

9:00 am to 10:30 am

Volunteer Session, Jill Friedman Fixler
Internal Consultancy: The Pathway to Increased Patient
Satisfaction

9:00 am to 12:00 pm

Retail Session – Retail Tour and Boxed Lunch
Meet in the Lobby

10:45 am to 12:15 pm

Volunteer Session, Jill Friedman Fixler
Becoming Proactive Leaders for Change: Patient
Satisfaction Impacts and Outcomes

12:30 pm to 2:30 pm

Vendor Fair & Boxed Lunch
Silent Auction & 50/50 Raffle

2:45 pm to 4:15 pm

Volunteer Session, Lisa Boesen
Creating Connections through Cultural Competency

2:45 pm to 4:15 pm

Retail Session, Anne Obarski
Make Your Business CONTAGIOUS!

4:15 pm to 7:00 pm

Silent Auction & Resource Room Opens

5:00 pm to 7:00 pm

President's Reception & Vendor Fair
Light Hors d'Oeuvres

7:00 pm to 9:00 pm

Dinner on Your Own

Day 3 – Wednesday

8:00 am to 9:00 am

Silent Auction & Resource Room Opens
(Final bids at 9:00 am)

9:00 am to 10:00 am

Breakfast Buffet & TNT Session, Lisa Boesen
Moving from Making Contact to Creating Connections

10:00 am to 11:00 am

Annual TADVS Business Meeting

12:00 pm to 2:30 pm

Incoming Board Meeting & Boxed Lunch



2012 Educational Conference
Stronger Together
February 20 - 22, 2012
The Woodlands Resort and Conference Center

Name: _____ Name for Badge: _____
 Work Title: _____ Healthcare Facility: _____
 Address: _____ City, State, Zip: _____
 E-mail Address: _____ Phone: _____ Fax: _____
 Emergency Contact and Phone: _____

Please Check All That Apply:

- First Time Attendee TADVS Past President CAVS Certified AHVRP Member Retail Manager Board Member

Early Registration Fees (Deadline Friday, January 13, 2012)

- \$330 - Conference Registration (Current Member or AHVRP Out-of-State Member)
 \$300 - Conference Registration (Current Member, 2nd Registration + for same hospital after 1 full price registration)
 Member's Name paid at full price _____
 \$430 - Conference Registration (Non-Member)
 \$405 - Conference Registration and TADVS Annual Dues (\$75)
 \$200 - Conference Registration Day Only (Monday)
 \$200 - Conference Registration Day Only (Tuesday)
 \$200 - Conference Registration Day Only (Wednesday)

Registration Fees (January 14 - February 22, 2012)

- \$360 - Conference Registration (Current Member or AHVRP Out-of-State Member)
 \$330 - Conference Registration (Current Member, 2nd Registration + for same hospital after 1 full price registration)
 Member's Name paid at full price _____
 \$460 - Conference Registration (Non-Member)
 \$435 - Conference Registration and TADVS Annual Dues (\$75)
 \$200 - Conference Registration Day Only (Monday)
 \$200 - Conference Registration Day Only (Tuesday)
 \$200 - Conference Registration Day Only (Wednesday)

Method of Payment:

- Check (Make Checks Payable to TADVS - Tax ID # 33-1019363)**
 MasterCard Visa American Express

Account # _____ Expiration Date _____
 Name as it Appears on the Card _____ Signature _____

Registration is not complete until payment is received. Confirmations will be sent via e-mail only.
CANCELLATION POLICY - Registration fees less a \$50.00 cancellation fee are refundable if notice is received in writing by February 6, 2012. No refunds will be granted after February 6, 2012.

Please mail or fax completed form with payment to:

Nancy Villarreal
 Attn: 2012 TADVS Conference
 St. Luke's Episcopal Health System
 6720 Bertner
 Houston, TX 77030
 Phone: 832.355.2103
 Fax: 832.355.4218

Registration Questions - Contact:

Nancy Villarreal (Conference Registrar)
 nvillarreal@slsh.com

Conference Questions - Contact:

Jennifer Barnes (Conference Co-Chair)
 jennifer_barnes@hchd.tmc.edu

Nancy Allen (Conference Co-Chair)
 Nancy.Allen2@memorialhermann.org

Hotel and Travel Information

The Woodlands Resort & Conference Center

2301 North Millbend Drive, The Woodlands, Texas 77380
800-433-2624



Magnificent wooded vistas. Gorgeous, peaceful lakes. Abundant wildlife. This is the backdrop for the 2012 TADVS Educational Conference at The Woodlands Resort and Conference Center.

Nestled in a picturesque native forest, The Woodlands Resort and Conference Center is located 25 minutes from George Bush Intercontinental Airport and only 30 minutes from downtown Houston.

The guest rooms and suites are comfortable and well appointed, so you'll feel right at home. Many rooms have private patios overlooking the golf course, the stunning Forest Oasis, or the forest canopy. All guest rooms are set-up cabin style, just a short walk away from the hustle and bustle of the conference center. You may choose rooms upstairs or downstairs, but there are no elevators, just stairs. So if you prefer a first floor room, please specify that when making your reservation. The conference center, however, does have elevators.



The conference room rate is \$179.00 per night. Reservations must be made by January 21, 2012 to guarantee the special rate and room availability. Guests may make reservations by calling The Woodlands Resort at 1-800-433-2624 or 281-367-1100 and asking to be connected to the Reservations Department. Please reference the group reservation ID#60Y1SR.





2012 TADVS

Conference Scholarship

**TADVS is offering *five* scholarships to our
2012 Educational Conference in The Woodlands, Texas**

“Stronger Together”

Scholarships will be awarded in the following categories:

- ★ **New Member (1)**
- ★ **General Member (2)**
- ★ **Current Board Member (1)**
- ★ **Retail Operation Manager (1)**

APPLY NOW!

The application is available at www.tadvs.org.

All applications are due by December 27, 2011.

Texas Association, Directors of Volunteer Services

2012 Education Conference Scholarship Application

The Executive Board of the Texas Association, Directors of Volunteer Services (TADVS) has made available a limited number of \$500 scholarships to our 2012 Educational Conference for TADVS members who are not provided travel through hospital funding. This scholarship is intended to assist with travel and accommodation expenses as the conference registration fee for scholarship recipients is waived. Paid Directors and Coordinators of Volunteers, as well as Retail Operation Managers who are active members of TADVS are eligible to receive a scholarship.

If you are interested in applying, please complete this application and attach a letter stating why you would like to be considered and how you feel the conference will benefit your program and hospital. The Past Presidents Council will choose scholarship recipients. Deadline for completed applications is December 27, 2011 and recipients will be notified by January 6, 2012.

Name: _____

Institution: _____

Address: _____

Telephone: _____ E-Mail: _____

Please check all that apply:

- First Time Attendee
- TADVS Member
- TADVS Board Member
- Retail Operation Manager

Please have the following signed by the person to whom you report:

I support my employee's desire to attend the 2012 TADVS Educational Conference and would like to have him/her considered as a scholarship recipient.

Name

Title

Return this form to:

Heather Rojas
Harris County Hospital District
1504 Taub Loop
Houston, TX 77030
Phone: 713.873.3305
Fax: 832.487.2988
heather_rojas@hchd.tmc.edu





Silent Auction

Our goal this year is to have each organization donate at least one (1) silent auction item. Funds raised through the Silent Auction benefit TADVS and allow our organization to provide scholarships to our members for the annual educational conference.

Donation forms for the Silent Auction can be faxed or mailed to the address below until January 20, 2012. After January 20, you may bring the form along with the auction items to the conference with you.

Suggested items for Auction

Gift Baskets · Housewares · Weekend Getaways

Jewelry · Artwork · Gift Certificates

Mail or Fax your completed auction form to:

**Memorial Hermann Northeast Hospital
Volunteer Services
Attn: Nancy Allen
18951 Memorial North
Humble, Texas 77338**

**281.540.7809
281.540.6384 (fax)**

Nancy.Allen2@memorialhermann.org

Silent Auction Donation Form

Proceeds will benefit the TADVS Scholarship Fund

Please complete and return this form on or before January 20, 2012 to the listed address or fax number.
Please complete one form per item donated.

Donor Information (Please Print)

Organization Name: _____

Contact Person: _____

Address: _____

Phone: _____ Fax: _____

Email: _____

Item Donated: _____

Description of Item: _____

Item Value \$ _____

Procurer Information

Procurer's Name: _____

Address: _____

Phone: _____ Fax: _____

Signature: _____ Date: _____

