

# TADVS



## Texas Association, Directors of Volunteer Services 2011 Educational Conference

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Hilton Southlake Town Square  
February 23—25, 2011

*“People do not care how much you know  
until they know how much you care.”*

JOHN C. MAXWELL





Dear Conference Attendees,

On behalf of the TADVS Board, welcome to the 2011 TADVS Education Conference. This conference promises to provide great learning experiences and networking opportunities.

This year's conference theme, *Caring and Connecting*, reminds each of us that the foundation of our daily work lives is to care about those we interact with and to make connections. We have focused our efforts this year on providing you with topics that will directly apply to your primary responsibilities, whether volunteer management or retail. We hope that this focus, will enhance our strong foundation of *Caring and Connecting*. As with any of our conferences, you will also have many opportunities to connect with your peers as well.

TADVS is grateful for the partnership with our vendors, without whom this conference would not be possible. Stop by the Vendor Fair and lunch on Thursday to learn ways in which you can enhance fundraising efforts at your facility.

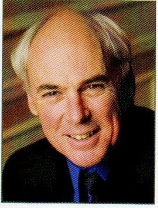
Serving as President of TADVS this year has been such a rewarding experience. I especially have enjoyed serving on the Board with such a great group of dedicated individuals. I want to take this opportunity to thank this year's conference committee who worked so diligently to plan and coordinate this outstanding conference.

The TADVS Board would like to express our appreciation to the members of our organization for the opportunity to serve you. Thank you for your support of TADVS and for your conference attendance. We are confident that this conference will offer you many opportunities to experience 'caring connections'.

Sincerely,

Heather Rojas, President  
Texas Association, Directors of Volunteer Services

## Conference Presenters You Won't Want to Miss



**Mac Fulfer**, Face Reading is a tool that gives you an immediate advantage in every face to face interaction you have and it works with every person on the planet. By the time you finish shaking hands you will already know the other person better than some of their best friends by just looking at their face. Your face is a complete history of your life and an open book to anyone who can read faces. After this session, you will never look at anyone the same way again.



**Jill Friedman Fixler**, Jill Friedman Fixler is a nationally known leader recognized for her innovative approaches to re-inventing, re-engineering, and re-vitalizing nonprofit and public sector organizations. 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.



**Kathy Hoff**, Kathy Hoff is a person who believes that every experience in the past, leads a person to their present moment. She has been involved managing volunteer departments for healthcare for the past nine years and developing and overseeing a corporate volunteer program prior to that. Her education includes a Master's Degree in Teaching, and ongoing training in volunteer management.



**Lynn Carter**, Lynn Carter, CAVS, Director of Guest and Volunteer Services at Knapp Medical Center in South Texas, has been healthcare volunteer management for 25 years. A graduate of Colorado State University, she has been a Texan ever since. She served as past president of TADVS and served a three year term on the AHVRP Board of Directors. In 2007 she co-chaired the AHVRP Conference in San Antonio. A student of Parelli Natural horsemanship for several years, Lynn has enjoyed transferring the universal leadership principals she has learned from her horses to humans and from her humans to horses.



**Nancy Williams**, Nancy Williams has been with Columbus Regional for 30 years and the Director of Volunteer Services for the past 22 years. She has her Masters in Healthcare Administration from Troy State University & a Bachelors degree in Business Administration from Columbus State University. She currently is serving on the AHVRP Board of Directors as the Knowledge Management Taskforce Chair. Nancy is a Board member for the GAVA Georgia Association of Volunteer Administration.



**Jacqueline Duplantis**, Jacquelyn Duplantis has been a Joint Commission surveyor since 1993. Prior to joining The Joint Commission, Ms. Duplantis was Vice President of Patient Services at East Texas Medical Center in Tyler, Texas; Director of Nursing at Lakeland Hospital in Athens, Texas; Director of Maternal Child Health Nursing at the Bexar County Hospital District in San Antonio, Texas; and a Consultant for Texas Hospital Association.

Ms. Duplantis is currently a resident of Texas. She received her Bachelor of Science degree in Nursing from the University of Texas at Austin and her Master of Science degree in Nursing from the University of Texas Health Science Center in San Antonio. She is a licensed nurse in the state of Texas and a certified Nursing Administrator by the American Nurses Association.

**2011 TADVS Educational Conference**  
***Caring and Connecting***  
**Agenda At-A-Glance**

**Day One – Wednesday, February 23**

**8:00 – 12:00**

CAVS Exam

**10:00 – 12:00**

Outgoing Board Meeting

**10:00 – 1:00**

Registration

Accept Silent Auction & Resource Room Items

**12:30 – 1:00**

Welcome Reception

**1:00 – 3:00**

Lunch & Keynote Speaker, Mac Fulfer

*Amazing Face Reading*

**3:00 – 5:00**

Jill Friedman Fixler

*Creating the Collaboration*

**3:00 – 5:00**

Retail TNT Session

**5:00 – 7:00**

Lynn Carter

*Principles of Natural Leadership*

**7:00 – 9:00**

Dinner and Teamwork Activity

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**Day Two – Thursday, February 24**

**8:00 -9:00**

Registration and Continental Breakfast

Silent Auction and Resource Room Open

**9:00 – 10:30**

Nancy Williams

*Streamlining Your Volunteer Orientation*

**9:00 – 10:30**

Expert Retail Panel

**11:00 – 12:30**

Kathy Hoff

*Retention...The Other Half of Recruitment*

**11:00 – 12:30**

Dyanne Beaupre

*Retail Displays*

**12:30 – 2:30**

Box Lunch and Vendor Fair

Silent Auction and 50/50 Raffle

**3:00 – 4:30**

Jackie Duplantis

*Joint Commission – The Inside Look!*

**3:00 – 4:30**

Angelina Blackmon

*Hospital Gift Shops... An Environment of Care for the Heart and Soul*

**5:00 – 7:00**

Vendor Fair and President's Reception

Silent Auction & 50/50 Raffle

**7:00 – 9:00**

A Night Out on the Southlake Town Center

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**Day Three – Friday, February 25**

**8:00 – 8:45**

Registration and Continental Breakfast

Silent Auction and Resource Room Open

**9:00 – 11:30**

TNT Sessions

**12:00 – 1:00**

Lunch and Annual TADVS Business Meeting

Silent Auction and Raffle Winners Announced

**1:30 – 3:30**

Incoming Board Meeting



**2011 Educational Conference  
"Caring and Connecting"  
February 23 – 25, 2011  
Hilton Southlake Town Square**

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

**Early Registration Fees (Deadline Friday, January 14, 2011)**

- \$330 – Conference Registration (Current Member or AHVRP Out-of-State Member)
- \$300 – Conference Registration (Current Member, 2<sup>nd</sup> 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)
- \$530 – Conference Registration and TADVS Annual Dues (\$75) and AHVRP Annual Dues (\$125)
- \$200 – Conference Registration Day Only (Wednesday)
- \$200 – Conference Registration Day Only (Thursday)
- \$200 – Conference Registration Day Only (Friday)

**Registration Fees (January 15 – February 23, 2011)**

- \$360 – Conference Registration (Current Member or AHVRP Out-of-State Member)
- \$330 – Conference Registration (Current Member, 2<sup>nd</sup> 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)
- \$560 – Conference Registration and TADVS Annual Dues (\$75) and AHVRP Annual Dues (\$125)
- \$225 – Conference Registration Day Only (Wednesday)
- \$225 – Conference Registration Day Only (Thursday)
- \$225 – Conference Registration Day Only (Friday)

**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 11, 2011. No refunds will be granted after February 11, 2011.**

**Please mail or fax completed form with payment to:**

Katie McCarty  
Attn: 2011 TADVS Conference  
Valley Baptist Health System  
P.O. Drawer 2588  
Harlingen, TX 78551  
Phone: (956) 389-1193  
Fax: (956) 389-6793

**Registration Questions – Contact:**

Katie McCarty (Conference Registrar)  
[Katie.McCarty@valleybaptist.net](mailto:Katie.McCarty@valleybaptist.net)

**Conference Questions – Contact:**

Emily Napper (Conference Chair)  
[EmilyN@BaylorHealth.edu](mailto:EmilyN@BaylorHealth.edu)



100% Non-smoking Hotel

## Hotel and Travel Information

### Hilton Southlake Town Square

1400 Plaza Place  
Southlake, Texas 76092  
817-442-9900

**\$179/night**

Conference rate is only available through February 1, 2011.

Online reservation services are available at [http://www.hilton.com/en/hi/groups/personalized/D/DFWSLHF-TEAS22-20110222/index.jhtml?WT.mc\\_id=POG](http://www.hilton.com/en/hi/groups/personalized/D/DFWSLHF-TEAS22-20110222/index.jhtml?WT.mc_id=POG).

The **Hilton Southlake Town Square** hotel, centers itself within the vibrant atmosphere of Southlake Town Square in **Southlake, Texas**. The Square includes 100 plus upscale shops, restaurants and entertainment locations within walking distance, including a 14-screen Harkins movie theater. The city of Southlake is neighbor to the historic city of Grapevine, with its many wineries and historic Main Street. Keeping travel time to a minimum, our Southlake, TX hotel is conveniently located minutes northwest of **DFW International Airport** and major highways. The Hilton Dallas hotel in Southlake, TX proudly displays the ultimate guest experience with exceptional personalized service and flawless attention to detail.

#### Hilton Dallas/Southlake Hotel Features

- Placed within Southlake Town Square
- **Minutes from DFW International Airport**
- Complimentary wireless high-speed Internet in guest rooms, lobby and meeting space
- Complimentary valet and self-parking
- 15,000 square feet of meeting and banquet space
- 24- hour complimentary state-of-the art Fitness Center featuring Precor® Equipment
- Complimentary Business Center; featuring three work stations, color printer, scanner/copier/fax available
- Copeland's Famous New Orleans Restaurant and Bar, featuring a steakhouse experience and refreshing martinis on a Fire and Ice Bar
- Coffee Spot serving Starbucks® Coffee and quick dining alternatives
- Heated outdoor pool and whirlpool
- Full-service Terrace Retreat Spa and Salon
- In-room dining
- Concierge Lounge serving deluxe continental breakfast and evening hors d'oeuvres

#### Directions & Transportation

Follow 114 West toward Bridgeport/Grapevine. Exit Carroll Avenue- stay on Feeder Road to first traffic light. Go left over 114 to traffic light and left on Feeder Road 114 East. Approx. one-half mile take 1st right into Town Square. The hotel is the first building on the right.

# 2011 TADVS Conference Scholarship

TADVS is offering five scholarships to our  
2011 Educational Conference in Southlake, Texas  
“Caring and Connecting”

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](http://www.tadvs.org)

All applications are due by January 3, 2011.



TEXAS ASSOCIATION, DIRECTORS OF VOLUNTEER SERVICES  
2011 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 2011 Educational Conference for TADVS members who are not provided travel through hospital funding. 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 January 3, 2011 and recipients will be notified by January 10, 2011.

Name \_\_\_\_\_  
Institution \_\_\_\_\_  
Address \_\_\_\_\_  
Telephone \_\_\_\_\_ E-Mail \_\_\_\_\_

Please check all that apply:

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

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

I support my employee's desire to attend the 2011 TADVS Educational Conference and would like to have him/her considered as a scholarship recipient.

\_\_\_\_\_  
Name Title

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Return this form to:

**Randall Elms, Dir/Support Services**  
Baylor University Medical Center at Dallas  
3500 Gaston Ave Dallas, TX 75246  
Phone: (214) 820-2132  
Fax: (214) 820-4428  
Email: [randye@baylorhealth.edu](mailto:randye@baylorhealth.edu)



## **Silent Auction**

Donation forms for the Silent Auction can be faxed or mailed to the address below until January 28, 2011. After January 28, you may bring the form along with your 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:**

**Texas Health Presbyterian Hospital Plano  
Volunteer Services**

**Attn: Bev Darling**

**6200 West Parker Road**

**Plano, Texas 75093**

**972-981-8220**

**972-981-3085 (Fax)**

# Silent Auction Donation Form

Proceeds will benefit the TADVS Scholarship Fund.

Please complete and return this form on or before January 28, 2011 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: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

