

January 26, 2004

Dear TADVS Member:

Happy New Year! Welcome to the winter edition of *Net-Works*, a quarterly publication of Texas Association, Directors of Volunteer Services. If you have information that you would like to share with the TADVS membership, please forward it to Cassie Collins at cassie.collins@childrens.com.

--Cassie Collins, Communications Chairperson, TADVS, and DVS, Children's Medical Center Dallas

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The President's Perspective

As we embark on the New Year, it is time for us, as Directors of Volunteer Services, to look forward, providing opportunities for those potential volunteers who have made "volunteering and giving back" their New Year's resolution. Membership and participation in TADVS will provide us with the tools to enable us to meet the challenges of the ever-changing world of "volunteerism." Attending the educational conference in Austin, February 23-26, will provide us with the tools to "Expand our Vision of Value": communication, collaboration, networking, growth, education, certification and best practices.

The Principles Course, presented by Mary McCormack, will teach new and seasoned volunteer managers how to become change masters within any healthcare organization and how to meet the ever increasing challenges of volunteer management. This course will also offer a fresh look at the fundamentals of volunteer management and explore JCAHO implications and legal issues affecting us today. Mr. Gower will challenge us to recognize how others perceive us and how to respond with appropriate behavioral modification while still "reaching for the sky!" Marion Pietz will tell us how to "Laugh Our Way Through Stress".....and last, but not least, we will have the opportunity to network with our peers while sharing resources and hearing about programs that have been successful in other healthcare institutions.

I thank each and every one of you for your support this past year and hope you will join us in Austin to celebrate the accomplishments of TADVS and to welcome the new leadership who will outline their goals to guide us in the next year.

As we continue to meet the challenges in this era of constant change in the healthcare environment remember: "Success is to be measured not so much by the position that one has reached in life as by the obstacles which he has overcome while trying to succeed."

--Lynne Futrell, President, TADVS, and Administrative Director of Volunteer & Courier Services, Sierra Providence Health Network, El Paso

ASDVS Update

The American Society of Directors of Volunteer Services (ASDVS) and the AHA Committee on Volunteers (COV) designate the Monday of National Volunteer Week as National Healthcare Volunteer Day. Join us **April 19, 2004** as we recognize healthcare volunteers. This year's official theme, **Volunteers: Touching Lives, Caring Hearts®**, has been selected by competition conducted by the COV Volunteer Summit as a way to recognize a year of dedication and caring. We hope that all hospitals and healthcare facilities will unite and share in this year's celebration.

You can show your appreciation by choosing items from an exciting collection of official ASDVS and COV Volunteer Day gifts. Brochures will be on desktops shortly! Those who would like to get a head start may download and print the catalog of [National Volunteer Day Products](#).

Plan now to attend the 36th ASDVS Conference & Trade Show in collaboration with AHA Auxiliaries/Volunteers. Watch the ASDVS website and e-news and the mailbox for rate information and registration materials to help plan for this educational offering. Those meeting the Early Bird Deadline will receive a \$50 discount. More info coming soon!

ASDVS Annual Meeting & Leadership Conference & Trade Show in collaboration with the American Hospital Association Auxilian/Volunteers

September 9-13, 2004

Atlanta, GA

--Pam Lemp, ASDVS Board Member, and DVS, St. Luke's Episcopal Health System, Houston

2004 TADVS Educational Conference: "Expanding the Vision of Value"

Make plans now to attend the annual TADVS Educational Conference. This year's conference will be held Feb. 23-26 at the Renaissance Austin Hotel. The theme of the conference, "Expanding the Vision of Value," will focus on communication, education, collaboration, best practices, networking, growth and certification.

Monday, February 23

1:00 – 5:00 p.m.	Registration
2:00 – 4:00 p.m.	Outgoing Board Meeting
5:00 – 6:30 p.m.	Resource Room/Reception
7:00 p.m.	Dinner and Keynote Speaker: Marion Pietz "Laughing Your Way Through Stress"

Tuesday, February 24

SILENT AUCTION ALL DAY

8:00 – 9:00 a.m.	Late Registration/Continental Breakfast
9:00 a.m. – 12:00 p.m.	Guest Speaker: Mary McCormack "Principles of Volunteer Services Management in a Changing Healthcare Environment"
12:00 – 1:00 p.m.	Box Luncheon

1:00 – 4:00 p.m. Continuation: “Principles of Volunteer Services Management in a Changing Healthcare Environment”
6:30 p.m. Dinner On Your Own

Wednesday, February 25

SILENT AUCTION ALL DAY

8:00 – 9:00 a.m. Breakfast Buffet
9:00 a.m. – 12:00 p.m. **ASDVS Certification Test and/or Best Practices Panel
12:00 – 1:30 p.m. Installation Luncheon/Business Meeting and Sponsor Fair
2:00 – 5:00 p.m. Speaker – Stephen M. Gower
“Stretch-ability! How to Build Your Agenda for Growth”
5:30 – 7:00 p.m. President’s Reception and Sponsor Fair
7:00 p.m. Dinner On Your Own

Thursday, February 26

8:00 - 9:00 a.m. Announcements of Silent Auction Winners and Breakfast Buffet by Districts
9:00 a.m. – 12:00 p.m. Speaker – Stephen M. Gower
“What Do They See When They See You Coming?”
12:00 p.m. Conference Adjourns
12:30 – 3:00 p.m. Incoming Board Meeting and Luncheon

Remember to bring your newsletters, recruitment brochures, volunteer applications and giveaways for the Resource Room. The Resource Room is an opportunity for everyone to participate by sharing training programs, forms, manuals, JCAHO compliance and recognition ideas.

Also, please bring one special item for the Silent Auction tables. Winning bids will be announced on Thursday, February 26 at the District Breakfast.

**Qualified candidates who pass this exam will receive their designation as a Certified Administrator in Healthcare Volunteer Administration (CAVS). In order to take the test, ASDVS must have received your registration information by January 25.

Quality Assurance Standards for Volunteer Programs in Texas

Listed below are the Quality Assurance Standards for Volunteer Programs in Texas. These standards were developed after various video conferences, face-to-face meetings, a focus group and the hard work of many people involved in non-profit management.

Standard #1 Leadership

- The organization and its leadership articulate and broadly share a vision for volunteerism. This vision is apparent in selected documents, such as an organization’s mission statement, its strategic plan, and its annual report.

- The organization designates a qualified staff person to manage the volunteer program. This responsibility is reflected in the person's job description and constitutes a significant, dedicated time commitment to the management and well being of volunteers within the organization. The manager of volunteers reports to senior management and participates in appropriate organizational planning activities.
- The organization conceptualizes volunteer involvement broadly and is responsive to changing trends in volunteerism.

Standard #2 Resources

- The organization budgets sufficient financial, technological and human resources to facilitate volunteer involvement.
- The organization plans for, and budgets to support, a qualified manager of volunteers and his or her ongoing professional development.
- Appropriate physical space and resources are allocated for volunteers as well as for the manager of volunteers.
- All staff are aware of their responsibility to interact positively with volunteers and are trained to engage volunteers in the work of the organization.

Standard #3 Planning and Infrastructure

- The organization's strategic plan incorporates the work and contribution of direct, indirect, policy, and when appropriate, advocacy volunteers.
- Policy and procedure documents for volunteers are written and kept current. These documents address risk management, liability issues, and other volunteer personnel concerns and are consistent with policies and procedures for staff.
- Systems are in place for record keeping and data collection.
- Electronic and print communication systems facilitate staff and volunteer interaction. Volunteer opportunities, including on-line volunteering, are easily accessible to potential volunteers (through websites, newsletters, etc) and are kept current.

Standard #4 Volunteer Engagement

- An ongoing, targeted recruitment plan is designed to create a diverse community of volunteers.
- Each volunteer has a comprehensive position description that outlines performance expectations and a designated supervisor who gives regular feedback relative to his or her performance.
- Volunteers are interviewed, screened, and placed in positions that meet the needs of the organization and complement the skills and abilities of the volunteer.
- Volunteers are subject to background and reference checks commensurate with the risk associated with the position sought.
- Volunteers are oriented to the organization and its work and trained for the duties they are asked to perform.

Standard #5: Measurement and Evaluation

- Measurable goals and objectives, coupled with systems to monitor progress, provide for the ongoing evaluation of the volunteer and the program.
- Surveys and interviews, including exit interviews, monitor the experience of volunteers and provide a basis for program evaluation and improvement.
- The monetary value of the volunteer contribution is monitored and reported in agency reports. It is recommended that programs establish a consistent point of reference such as the ascribed value designated by the Independent Sector.

Standard #6: Recognition and Celebration

- Volunteers are formally thanked for the work they perform towards achieving the mission of the organization.
- Volunteers are recognized on an ongoing basis for their assistance and dedication.
- Staff are acknowledged for their contribution to the volunteer program

5A & 5B District Conference

Twenty members from District 5A and 5B spent a day together in September learning and stretching in more ways than one. Organizers Maryllyn Hargrave, LouAnne Smith and Stephanie Leopard planned an excellent meeting that tested both the mind and the body. The setting was rural; the weather was beautiful.

Four elements made the day very special. Held at the Springhill Retreat Center in Richardson, the conference began with an icebreaker that made everyone think and laugh together. Dr. Bert Hayslip presented "Understanding our Senior Volunteers." Dr. Hayslip is a specialist in human development from the University of North Texas and a recognized authority in adult development and aging. Following lunch, Tara Thomason, a staff member at the Dallas Yoga Center, conducted a Yoga class. In addition, everyone was treated to a 15-minute chair massage.

The conference was a time of renewal that included fellowshiping, learning, laughing and just relaxing.

--Ann Gabel, CAVS, and DVS, Presbyterian Hospital of Dallas

Dates to Remember

- **February 23-26:** TADVS Educational Conference, Renaissance Austin Hotel
- **March 15:** Metroplex (DFW) DVS Meeting, noon to 2 p.m.
- **May 17:** Metroplex (DFW) DVS Meeting, "Using Volunteers in Volunteer Program Management," noon to 2 p.m., Baylor Medical Center Garland
- **July 19:** Metroplex (DFW) DVS Meeting, "Utilizing Multi-Lingual Volunteers," noon to 2 p.m., Trinity Medical Center

Above and Beyond

- Lynn Carter, DVS, Knapp Medical Center, was elected to the ASDVS Board. She will join Pam Lemp who is already serving on the board.