Working with Hospital Volunteers
Webinar Series #VOL09

Session 1: Growing Your Own – Components of a Great Youth Program
Tuesday, February 10, 2009

Faculty: Nancy Williams, CAVS, MHA, Director of Volunteer Services, Columbus Regional Healthcare System

Youth volunteer programs must be planned, organized and conducted in consideration of the needs and requirements of the healthcare system. A successful youth volunteer program develops leadership skills and instills the qualities of servant leadership in our youth. This session covers the “how and why” of conducting a successful youth volunteer program. Recruitment, orientation, training, scheduling, staff involvement and overseeing the youth program will be discussed.

Session 2: Utilizing AHA’s Health Adventures Program & Medical Mentorships Within Your Hospital (Please Note: Topic Change)
Tuesday, February 24, 2009

Faculty: Pat Dolan, CAVS, MBA, Director of Volunteer Services and Spiritual Care, Texas Children’s Hospital

Start recruiting the next generation of volunteers and healthcare workers while they are young! Volunteer Services departments can sponsor wonderful programs for children as young as elementary school and get them involved early! Health Adventures is an American Hospital Association (AHA) program for at-risk children, teaching them the importance of staying in school to get the skills necessary for the broad range of careers available in a hospital. High School Medical Mentorship allows outstanding juniors and seniors to shadow physicians for two weeks in the summer. Interim programs encourage high schools to allow their students to volunteer and learn during January of their senior years. Host an intern or two from a local college and give the students exposure to all the possible careers in healthcare while making use of the many skills and talents they bring to your department.

Session 3: Developing a Background Check Program for Volunteers
Tuesday, March 10, 2009

Faculty: Paul Dent, Hirease

This session will discuss why it is important for hospitals to screen volunteers and the basics of developing a volunteer screening program. Participants will learn how to maximize the value of volunteer screening packages and the different types of criminal record searches available. Additional services based on a volunteer’s responsibilities will be discussed as well as interpretation of results, compliance and regulatory concerns.

Session 4: Marketing Your Volunteer Program
Tuesday, March 24, 2009

Faculty: Barbara Boucher, Director, Volunteer Services, The Methodist Hospital

Basic marketing concepts are critical in developing a viable, dynamic plan to promote your volunteer program and recruit volunteers. This session explains how business principles apply to volunteer marketing and the benefits of market research. Learn what elements comprise the 4 P’s of marketing and how to incorporate them into your strategic plan.

Session 5: Focusing on the Health Benefits of Volunteering as a Recruitment Strategy
Tuesday, April 7, 2009

Faculty: Judy Looman Swinson, CAVS, Director of Volunteer Services, St. Mary’s Good Samaritan, Inc.

Helping others has real health benefits. This session will discuss the findings of international studies linking health benefits with volunteering. Learn to identify and understand the potential volunteer market and develop motivational strategies to attract those volunteers in this session.

All Sessions are From 10:00 a.m. to 11:30 a.m.
Register for ALL sessions and save!
Faculty

Nancy Williams, CAVS, MHA has been with her hospital for 29 years and the Director of Volunteer Services for the past 20 years. She has her Masters in Healthcare Administration from Troy State University and a Bachelors degree in Business Administration from Columbus State University. She is a true advocate for volunteering.

Pat Dolan, CAVS, MBA is the Director of Volunteer Services and Spiritual Care at Texas Children’s Hospital where she has been since 1996 and before that was Founder and Director of The Children’s Clinic at Northwest Assistance Ministries, a primary medical care clinic for indigent children.

Paul Dent established Hirease in 2002 with the vision of partnering with companies to give them access to the technology, tools, resources and information to make hiring decisions faster and smarter. After many years in the human resource industry, Mr. Dent saw a need for a different kind of company with a customer centric focus and desire to do business with integrity. Today Hirease is one of the leading pre-employment screening companies in the industry offering an array of employment screening, drug testing and compliance services of all shapes and sizes.

Barbara Boucher is Director of Volunteer Services at The Methodist Hospital in Houston, Texas. She has a passion for teaching volunteer administrators how to incorporate professional business and marketing principles into volunteer program management, establish their department as a relevant business unit within their organization, fulfill their business purpose by supporting their organization’s vision and mission and achieve the recognition they deserve as managers of a decidedly complex operation. Her education, experience and expertise bring real world applications of professional business and marketing strategies to the volunteer arena.

Judy Looman Swinson, CAVS is the Director of Volunteer Services at St. Mary’s Good Samaritan, Inc., Mt. Vernon, Illinois. A native of Virginia, Ms. Looman Swinson has 28 years of experience in healthcare. Her expertise is in customer service and volunteerism. In 1998, she developed the first Service Quality program at St. Mary’s Hospital, Centralia, Illinois. She is also actively involved in a certified pet therapy team for her organization and in other rehab settings.

Registration

$160 per session for AHA members
$750 for all sessions for AHA members: a savings of $50
(You must register for all sessions at the same time to take advantage of savings)

Prior to the event, you will receive instructions and passwords for accessing the event, along with the slide presentation and other resource materials.

Participants should register at least five business days prior to the event to ensure optimal processing of conference materials. To register, please submit the attached registration form. If you have not received confirmation via the e-mail provided on the registration form at least three business days prior to the event, please contact Donna Boroughs at 501-224-7878, or via e-mail to dboroughs@arkhospitals.org. Without payment (via check or credit card), your registration cannot be processed, and you will not receive connection instructions.

The registration fee includes one connection and site fee. Participants are encouraged to log in 15 minutes prior to the start of the program, as the program will begin on time.

It is the responsibility of the registrant to download and/or access presentation materials prior to the day of the event. If your e-mail address changes, you do not receive an e-mail with instructions from AHA or if you are unable to download or open presentation materials, please contact AHA two days prior to the event to allow time to address the issue.

Substitution, Transfer and Cancellation Policy

Refunds, minus a $25 processing fee, will be granted if requests are received in writing by the AHA at least 5 business days prior to the program. No refunds will be issued after that date. Substitutions, however, are permitted. Fax refund requests to Donna Boroughs at 501-224-0519.

(Registration form on next page)
REGISTRATION FORM

Working with Hospital Volunteers
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Audioconferences
A $50 Savings!

- Complete Five-Part Series – per connection (series discount)

Individual Sessions – Per Connection:

- Session 1: Growing Your Own – Components of a Great Youth Program (Tuesday, February 10, 2009)
- Session 2: Utilizing AHA's Health Adventures Program & Medical Mentorships Within Your Hospital (Tuesday, February 24, 2009) **Please Note: Topic Change**
- Session 3: Developing a Background Check Program for Volunteers (Tuesday, March 10, 2009)
- Session 4: Marketing Your Volunteer Program (Tuesday, March 24, 2009)
- Session 5: Focusing on the Health Benefits of Volunteering as a Recruitment Strategy (Tuesday, April 7, 2009)

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Registration fee covers one or multiple participants at one location (one connection per registration) and includes one set of instructional materials/handouts. Upon receipt, additional handouts can be copied.

Name and Title of Contact Person ________________________________________________________________

Organization ________________________________________________________________________________

Mailing Address ________________________________________________________________________________

City, State, Zip ________________________________________________________________________________

Telephone __________________ Fax __________________ E-mail _________________________________

Method of Payment

Check in the amount of $_________ payable to the Arkansas Hospital Association is enclosed.

Credit Card # ____________________________ Visa MasterCard

Cardholder’s Billing Address (including zip code) __________________________________________________

Expiration Date ______________ Name on card ____________________________________________

Signature ________________________________

Mail form and payment to
Donna Boroughs, Registrar, Arkansas Hospital Association, 419 Natural Resources Drive, Little Rock, AR 72205; 501-224-7878; or fax form with credit card information to 501-224-0519.