

Volunteers

THE BEACON OF LIGHT



Celebrating 30 years!

**30TH ANNUAL
EDUCATION
CONFERENCE
MARCH 19-21, 2023
THE WESTIN
HILTON HEAD, SC**

**FOR MORE INFORMATION
VISIT
SHVLONLINE.ORG**



Hotel Reservations for the **Westin Hilton Head Island Resort & Spa**
Located at Two Grasslawn Ave.
Hilton Head Island, SC 29928

“Cut-off date” for accepting reservations into this room block is February 24, 2023

Reservation requests received after 5:00 pm on this date will be accepted at the hotel's prevailing rate, based on availability.

To make your room reservation online, copy and paste this webpage address into your browser: <https://book.passkey.com/event/50270313/owner/49229302/home>

To make your room reservations by phone, please call 1-843-681-4000 and identify yourself as part of the 2023 SHVL Annual Conference.

For questions regarding hotel amenities and general services, you may call 843-681-4000 or visit <https://www.marriott.com/en-us/hotels/hhhwi-the-westin-hilton-head-island-resort-and-spa/overview/>

Hotel Information & Our Special Room Rate:

Group Rate starts at \$227 plus state and local taxes (currently 11%) and resort fees (currently \$23.24/night).

Take advantage of free on-site guest self-parking and access to complimentary Wi-Fi. Valet parking is available for \$20/ day.

Remember: booking directly with the hotel and within our room block helps SHVL to meet minimum contractual requirements and ensures discounted rates that keep our conference rates low from year to year. Thank you for your support.

Ground Transportation Options

From the Savannah International Airport, approximately 36 miles from the venue:

<https://savannahairport.com/airport/ground-transportation/>

From the Hilton Head Island Airport, approximately 3 miles from the venue:

<https://www.hiltonheadairport.com/to-and-from.html>

Share ride services are available from both airports. Estimated cost is \$85 from Savannah and \$20 from Hilton Head.



Volunteers

THE BEACON OF LIGHT

Come and join me and put your toes in the sand!

Beautiful Hilton Head Island awaits us as we come together to learn and network with our colleagues from across the nation.

Your days will be filled with some of the best and most current education and ideas for the healthcare volunteer world. Returning this year is our great vendor show with loads of great vendors and merchandise.

Join us as SHVL celebrates 30 years - you don't want to miss it!!

Sincerely,

Michelle McCann, President



Society for Healthcare
Volunteer Leaders



DR. CAMPBELL,
THE JOINT COMMISSION
Regulatory Readiness

Robert Campbell, PharmD, BCSCP, currently serves as the Clinical Director, Standards Interpretation Group at The Joint Commission. In this role, Dr. Campbell is responsible for providing interpretation of Joint Commission standards in all Accreditation programs, with special emphasis on standards issues. He provides direction and leadership to surveyors and Standards Interpretation Group (SIG) staff addressing interpretation of standards. He also participates as a consultant in the development and revision of standards and supports ongoing accreditation services and special projects.

Dr. Campbell also serves as the Director of Medication Management for the Joint Commission Enterprise. In this role, he functions as the subject matter expert for medication management related topics; assists with interpreting the intent of standards, as well as the development and revision of standards; provides guidance to organizations and surveyors; and supports the accreditation and certification process across the Joint Commission Enterprise. Dr. Campbell continues to function as a Surveyor for The Joint Commission in the Hospital Accreditation and Critical Access Hospital Accreditation Programs, as well as a Reviewer in the Medication Compounding Certification Program to assess compliance with accreditation and certification program standards. He is a member of the Accreditation Council for the Joint Commission and the Co-Chair of the National Coordinating Council for Medication Error Reporting and Prevention.

Prior to joining The Joint Commission, Dr. Campbell worked in health care organizations and held leadership positions with oversight responsibilities for performance improvement, accreditation readiness, risk management, infection control, medical staff services, and inpatient and outpatient pharmacy services.

Dr. Campbell is Board Certified in Compounded Sterile Preparations by the Board of Pharmacy Specialties and is licensed as a Registered Pharmacist in Florida. In addition, he holds a Green Belt in Six Sigma.

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KEYNOTE SPEAKER

KEYNOTE SPEAKER

CAROLINE DELONGCHAMPS
The Journey to Patient and
Family Centered Care

How to build a Patient and
Family Advisory Council



It started out simply as a tugging at her heart. Not long after her experience in the pediatric ICU with her son, Caroline went back to the hospital as a volunteer where she would spend time with children whose parents were unable to be there. She had a family, a community, and plenty of resources to guide her through the most terrifying moments of her life. She recognized that not every family has those resources, so volunteering in the Children's Hospital was one way she could pay it forward. Volunteering led to her service on the Family Advisory Council and then to numerous medical conferences around the country learning about Patient-and Family-Centered Care.

Today, she is a speaker at many of those conferences she attended years ago. The South Carolina Hospital Association, Vizient and the Children's Hospital Association have invited Caroline to work with them to host workshops and webinars for other healthcare organizations, thus recognizing MUSC as a leader in this work. Caroline is the Manager of Patient-and Family-Centered Care for The Medical University of South Carolina Health System. She is collaborating with others to transform the organization to a system that honors and respects partnerships with patients and families.

Caroline was the 2019 Commencement speaker for The Medical University's Graduation Ceremony, receiving an honorary Doctorate of Humane Letters.

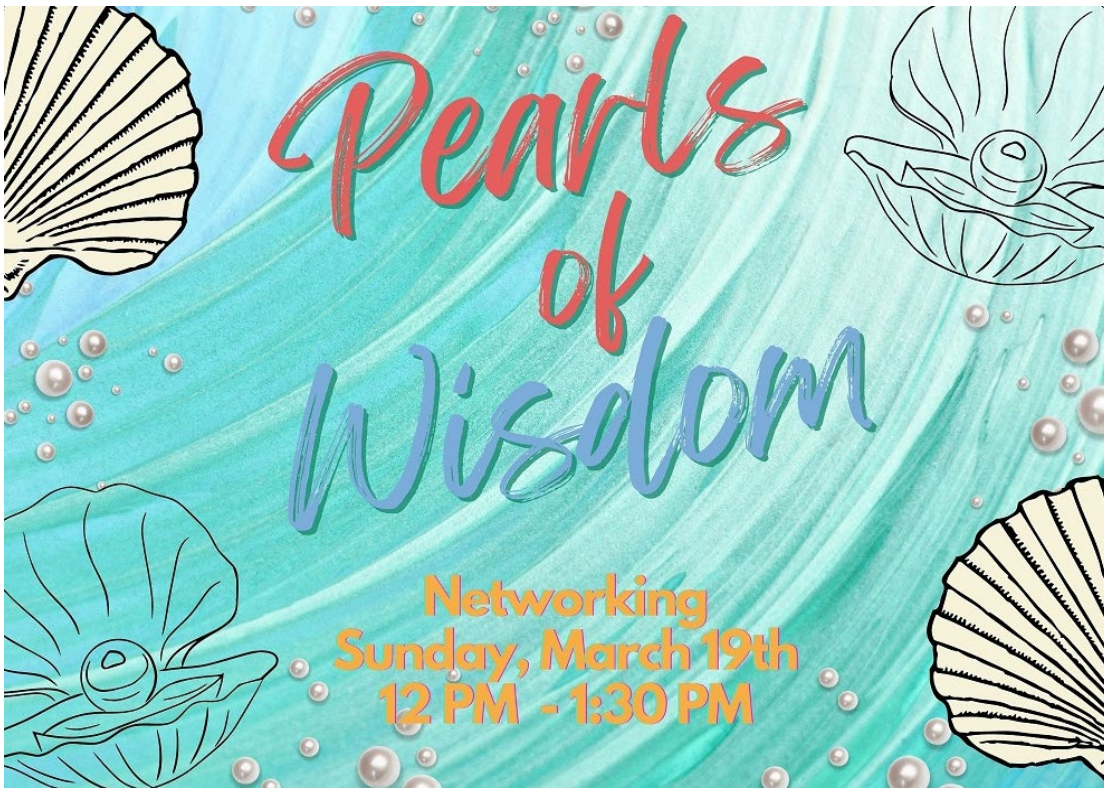


TENELLE O. JONES, LMFT, LAC
Positively Living Your Best
Work Life Joy and Meaning:
A Resiliency Talk

Tenelle O. Jones is licensed as a Marriage & Family Therapist (LMFT); licensed as an Addictions Counselor (LAC) and Certified as an Integrative Mental Health Professional (CIMHP). She currently works as the Program Manager for MUSC's Resiliency Program addressing stress, anxiety, and burnout and building individual and team resilience within various MUSC departments; she is a Mental Health and Wellness Expert for MUSC's Health and Wellness Institute for businesses and organizations. She has been with MUSC for the past 6 years, where she spent the first three years as one of the dedicated therapists who shared in the experience of faith, hope, strength, and healing of the survivors and the impacted communities of the Mother Emanuel AME church shooting tragedy that occurred on June 17, 2015. Then she continued to provide trauma informed care and specialized trauma treatments to individuals who have experienced a crime; and she served as the Health Educator in the EMPOWER program teaching, empowering and leading young teens to make healthy and responsible decisions about sex, relationships, life and their future. She also provides private therapy for individuals, couples, and families as well as professional development consultation and training for individuals and organizations in areas of self-care, nutrition, integrative medicine, and creating healthy systems and organizational wellness through her LLC. She served as Board Chair on the Board of Directors of Tri-County S.P.E.A.K.S. (formerly known as People Against Rape) from 2019 - 2022. For the past 24 years, her professional & personal life have been centered around promoting overall mental, physical, and spiritual health of all communities. She remains enthusiastic about showing others that they matter and have a place in this world through counseling, consultation, mentorship, training/ education and friendship. She believes that as long as she lets her light shine and remains true to herself, it will give others the courage to do the same.

SHVL 2023 ANNUAL
EDUCATION CONFERENCE

KEYNOTE
SPEAKER



All Keynote Sessions will be offered virtually, and all Educational Breakout Sessions will offer a choice of two options to attend.

Target Audience designation key is intended to be a selection tool for the sessions you wish to attend. All sessions are open to all attendees.

[LIVE] = Virtual Session offering

[HVL] = Directors, Managers, Coordinators, Etc. Of Volunteer Programs

[GS] = Gift Shop/Retail Managers

[VOL/AUX] = Volunteers and Auxiliaries

Sunday, March 19

Schedule

9 a.m. – 5 p.m.

Registration Open

11 a.m. – 11:45 a.m.

Facilitator Training

First Time Attendee Session

[LIVE] *Barbara Wright*

12 p.m. – 1:15 p.m.

We are kicking off the conference with three tracks of moderated networking sessions! **In-person offering only*

Healthcare Volunteer Leader Networking Session

Volunteer/Auxiliary Networking Session

Retail Management Networking Session



- 1:30 p.m. – 2:30 p.m. Lunch, Opening Ceremony, State Roll Call
- 2:45 p.m. – 4:00 p.m.
 - Educational Breakout Sessions**
 - Team Pajamas: Recruiting and training teen volunteers to help raise patient satisfaction for quietness at night
[LIVE] [HVL] [VOL/AUX] *Peggy Skudera*
 - Lighten Up a Quality Job Shadow Program
[LIVE] [HVL] *Kelly Rhodehamel & Ashley Reeves*
 - Legacy Work: Transforming Grief at the Bedside, where to start and how to Build sustainable programming
[HVL] [VOL/AUX] *Jessica Bullington*
 - Shepherd Serves: Staff Engagement through Community Service
[HVL] [VOL/AUX] *Alex Seblantnigg*
- 4:15 p.m. – 5:45 p.m.
 - Keynote Speaker- Positively Living Your Best Work Life Joy and Meaning a Resiliency Talk**
[LIVE] *Tenelle O. Jones*
- 6:00 p.m. – 7:00 p.m. SHVL Annual Meeting
[LIVE] [HVL]
- 7:00 p.m. – 8:00 p.m. President’s Reception
[HVL]
- *Dinner on your own

Monday, March 20

Schedule

- 8 a.m. – 5 p.m. Registration Open
- 8 a.m. – 8:45 a.m. Plated Breakfast
- 9 a.m. – 10:30 a.m.
 - Keynote Speaker- Regulatory Readiness with The Joint Commission**
[LIVE] *Dr. Campbell*
- 10:45 a.m. – 12:15 p.m.
 - Keynote Speaker-The Journey to Patient and Family Centered Care**
[LIVE] *Caroline DeLongchamps*
- 11:30 a.m.- 12:30 p.m. Gift Shop Buyers ONLY-- order writing available at Vendor Show
- 12:15 p.m. – 1:15 p.m. Sea Island Deli Luncheon
- 12:30 p.m. – 5 p.m.
 - Vendor/Fundraising Show
 - Bring money and plan to shop for yourself or friends
 - Write orders for your shop and / or book vendor sales

1:00 p.m. – 2:15 p.m.

Educational Breakout Sessions

-Creating an Annual Report
[LIVE] [HVL] [VOL/AUX] *Kelly Hedges*

-Healthcare Explorers: An innovative approach to introduce high school students to healthcare careers
[LIVE] [HVL] *Jean Zebroski, Jessica Kirk, LaShon Pitter, Loren Dempsey*

-Helping Volunteers Find Their Niche
[HVL] [VOL/AUX] *Rebecca Griffeth*

-Social Determinants of Health
[HVL] [VOL/AUX] *Cate Murphy*

2:30 p.m. – 3:45 p.m.

Educational Breakout Sessions

-Compassionate Companions- Creating Volunteer Programming for End of Life
[LIVE] [HVL] [VOL/AUX] *Jessica Bullington*

-Hello, Can You Hear Me? The Art of Active Listening
[LIVE] [HVL] [VOL/AUX] [GS] *Michelle McCann*

-Systemizing Volunteer Efforts Across the Enterprise
[HVL] [VOL/AUX] *Amy Lionheart & Karina Vargas*

4:30 p.m.

*Dinner on Your Own

Vendor Show Door Prizes (must be present to win)

Tuesday, March 21

Schedule

7 a.m. – 8 a.m.

Grab and Go breakfast

8 a.m. – 3 p.m.

Registration Open

8:30 a.m. – 9:45 a.m.

Educational Breakout Sessions

-Caring for the Caregiver: How Volunteer Teams Can Impact Wellness
[LIVE] [HVL] [VOL/AUX] *Julie Powell & Anna Epstien*

-Retail Session
 Let's Talk Shop! What's Working? How to be Unique
[LIVE] [GS] [VOL/AUX] *Kimberly Dear*

-Volunteer Impact on Hospitalized Patients Suffering with Delirium
[HVL] [VOL/AUX] *Elizabeth Jean Zebroski & Joseph Weaver*

-Change Agent 007- Walking through change with Volunteers can be tough!
[HVL] [VOL/AUX] *Darbi Glassburn*

- 10 a.m. – 11:15 a.m. Educational Breakout Sessions
- Collision of Colleague Engagement, Volunteer Services and Patient Experience Equals Outstanding Patient Satisfaction
[LIVE] [HVL] [VOL/AUX] *Karla Bachl & Ruth Brown*
 - Facility Dogs: Why your hospital’s Volunteer Department needs one!
[LIVE] [HVL] [VOL/AUX] *Diane Pekarek*
 - Butterflies, Buttons and Bears: Oh My! Comfort items for patients and Families; navigating the highs and lows of homemade and purchased items.
[HVL] [VOL/AUX] *Rebecca Griffeth*
 - It’s All About Who You Know: How to Increase Traffic and Sales with Strategic Partnerships
[GS] [VOL/AUX] *Julie Powell*
- 11:30 a.m. – 1 p.m. Lunch, **Impact Award**
- 1:15 p.m. – 2:30 p.m. **Keynote Speaker- How to Build a Patient and Family Advisory Council**
[LIVE] *Caroline DeLongchamps*
- 2:45 p.m. – 4 p.m. Educational Breakout Sessions
- Fundraising for Auxiliaries
[LIVE] [GS] [VOL/AUX] *Linda Boone*
 - Complimentary Therapies: How to Tap into Volunteer Facilitated Therapies To Improve Patient Symptoms.
[LIVE] [HVL] [VOL/AUX] *Jessica Bullington*
 - Sometimes we get so wrapped up in work we forget who we are!
[HVL] [VOL/AUX] *Kristy Rene Cole-Day*
- 6 p.m. – 9 p.m. **Closing Gala “A Southern Soiree”**
Join us as we close our conference and celebrate SHVL’s 30th Anniversary!
Oceanfront Deck
- Featuring entertainment by Carl Verheyen. A member of the Smash hit British rock group Supertramp since 1985, Carl has played to millions of enthusiastic fans in sold out arenas worldwide. As the creative force behind the Carl Verheyen Band, he has released an impressive and eclectic discography that showcases his endless talents across a wide array of musical genres.

***Sessions are subject to change**

Target Audience designation key is intended to be a selection tool for the sessions you wish to attend. All sessions are open to all attendees.

[HVL] = Directors, Managers, Coordinators, Etc. of Volunteer Programs

[GS] = Gift Shop/Retail Managers

[VOL/AUX] = Volunteers and Auxiliaries

Team Pajamas: Recruiting & training teen volunteers to raise patient satisfaction for quietness at night

[HVL] [VOL/AUX] *Peggy Skudera*

Introducing Team Pajamas as a patient satisfaction score initiative. Session will describe recruiting teens for evening volunteering from 7p-9:30p. Describe process for volunteer shift from start to finish. Teens will be wearing a Team Pajamas shirt, black scrub pants and slippers presenting themselves as getting ready to retire for the night. They will communicate with patients about quiet time i.e. lights dimmed, door closed, using lower voices at nurse's station. Using rolling cart, teens offer lavender tea, ear plugs, eye mask, crossword puzzle/pencil, leaving a Hershey Kiss on the nightstand, assuring the patient that we will do everything for your good night's sleep. Follow patient satisfaction scores quarterly.

Lighten Up a Quality Job Shadow Program

[HVL] *Kelly Rhodehamel & Ashley Reeves*

The session will demonstrate how Dayton Children's Hospital Volunteer Resources Department took the task of creating a streamlined job shadow program to fulfill the ever-present high school and college student requests and the hospital career pipeline needs, while balancing all the other programs the department manages. The presenters will share the challenges and opportunities that were present and how their coordinated job shadow day program solved the issues at hand. They will provide detailed examples of the structure and how this program has led to great success for exposing potential future Dayton Children's volunteers and employees to the healthcare career potential.

Legacy Work: Transforming Grief at the Bedside, where to start and how to build sustainable programming

[HVL] [VOL/AUX] *Jessica Bullington*

Attendees will learn what legacy work, also known as memory making, is and how it can be integrated into healthcare systems via volunteers. Legacy work programs help with the end of life and difficult transition for both adult and pediatric populations. This presentation will cover the challenges and successes of our current program over the past 7 years.

Shepherd Serves: Staff Engagement through Community Service

[HVL] [VOL/AUX] *Alex Seblantnigg*

In an increasingly stressful world of healthcare, employees are seeking engagement opportunities from their hospitals. Shepherd Center launched Shepherd Serves, our paid employee volunteer initiative, as a way for us to support the community that has supported us since 1975. The response has been overwhelmingly positive and continues to be in high demand. In this session you will learn how to launch an employee volunteer program while balancing clinical and organizational needs. Improved employee engagement leads to higher satisfaction, better retention rates, and improved patient and guest experiences.

Creating an Annual Report**[HVL] [VOL/AUX]** *Kelly Hedges*

Have you always wanted to create a departmental annual report but didn't know where to even begin? This is the session for you! Learn all the tools you will need to create an annual report you can be proud of! We will start by unravelling the techniques of data collection designed to match your organizational goals. Focus on how to best highlight your department's contributions to your organization and community. We will finish with the best way to organize data and print your report to showcase your department.

Healthcare Explorers: An innovative approach to introduce high school students to healthcare careers**[HVL]** *Jean Zebroski, Jessica Kirk, LaShon Pitter, Loren Dempsey*

NYU Langone Hospital- Long Island (NYULI) Healthcare Explorers is an innovative approach to encourage high school students from diverse backgrounds to consider a career in healthcare. The future of healthcare depends upon attracting and retaining a diverse workforce. NYULI Nurse Managers collaborated with the Director of Volunteer Services and the NYULI High School Clinic Team at a local high school to develop a four-week summer program to introduce students to potential health career. Six students, during their summer vacation, shadowed staff members from a variety of disciplines within the hospital including nursing, medicine, physical therapy and child life. Through workshops and debriefing sessions with department heads and program leadership students gained an enhanced understanding of careers in healthcare and experienced personal growth and transformation. Post survey data identified 4/6 students who planned to pursue a career in healthcare; furthermore they reported improved public speaking skills.

Helping Volunteers Find Their Niche**[HVL] [VOL/AUX]** *Rebecca Griffeth*

Session will provide an overview of Howard Gardner's Multiple Intelligence Theory and how it applies to assisting you with volunteer placements. Often how we learn best determines how we serve best. You will have the opportunity to discover your own learning styles and the link between your chosen career and ways you choose to serve. Participants will leave this session with a tool that can be utilized with your volunteers that may lead to improved placements. This is especially helpful for those hard-to-place volunteers.

Social Determinants of Health**[HVL] [VOL/AUX]** *Cate Murphy*

When hospitals and healthcare locations enterprise into large-scale health systems, it can be difficult to combine existing programs in impactful ways, let alone grow a new combined vision for service in the future. Volunteer groups and organizations can get lost in the shuffle between demographics and size from one location to the next. In this session we will discuss how to absorb your volunteer programs across merging entities and how to deploy strategic initiatives that directly correlate to your system's metric goals associated with patient satisfaction outcomes. Come learn how to rethink your volunteer group's blueprint to align with core standards across your health system.

Compassionate Companions: Creating Volunteer Programming for End of Life**[HVL] [VOL/AUX]** *Jessica Bullington*

No one should be alone at the end of life. This program will cover how to implement a Compassionate Companion program at your healthcare facility. This unique program is run exclusively with specially trained volunteers who sit end of life vigil for patients who are dying alone. Session will cover the creation, coordination and maintenance of programming. Attendees will leave this session with the knowledge to create and initiate a volunteer program similar to our Compassionate Companion program, including how to advocate for the program as well as recruit and train volunteers.

Active Listening**[HVL] [VOL/AUX] [GS]** *Michelle McCann*

Listening is one of the most important skills you can have in your personal and professional lives. How well you listen has a major impact on the quality of your relationships with others and your job effectiveness. Session attendees will learn, through discussion and interaction, basic skills to better HEAR someone and improve their communication skills in all relationships. Attendees will take away listening skills and develop the understanding of how body language speaks more than words. Sometimes a hearing aid is not what is needed, but a change in our internal hearing system and body language is what's needed.

Systemizing Volunteer Efforts Across the Enterprise**[HVL] [VOL/AUX]** *Amy Lionheart & Karina Vargas*

More and more, organizations are looking to centralize volunteer efforts across their enterprise to create cohesiveness and efficiency within their organizations. By standardizing, organizations increase their buying power and reduce the workload on supporting departments such as Accounting, Information Technology, Risk Management, and Legal. This also reduces time spent training when there are staff transitions. Finally, it helps ensure compliance by keeping everyone in sync if changes are required to policies and processes. Join Amy Lionheart of Nuvance Health in the process of centralizing volunteer efforts across seven locations as she discusses how they made the decision to centralize and how they prepared for this journey. Karina Vargas of VSys One will share best practices and "gotchas" witnessed when helping organizations systemize.

Care for the Caregiver: How Volunteer Teams Can Impact Wellness**[HVL] [VOL/AUX]** *Julie Powell & Anna Epstein*

Who cares for your caregivers? In a time when stress and fatigue are at their highest in the world of healthcare, clinicians are hard to come by; the acuity level of patients is rising. What is your team doing to make a difference? Participants in this session will review Family Systems Theory and discuss how hospitalization impacts caregivers, along with being able to identify signs of burn out and fatigue in hospital staff. Using this as a building block, the presenters will provide an overview of programs and offerings implemented through Volunteer Services at Children's Health in Dallas, Texas, to promote caregiver wellbeing.

Let's Talk Shop! What's Working? How to be Unique**[GS] [VOL/AUX]** *Kimberly Dear*

There is one thing I hear over and over from our customers: "I just love hospital gift shops. You always have the most unique items". Let's talk about what makes a shop "unique". While we are an oasis for someone who is navigating time with an ill family member, we are also that one stop shop for hospital staff who need gift. Do you have something for a wide range of customers and price points? Have you asked your customers for feedback? How do you get those customers to keep coming back? Goodwill towards your customers can lead to increased sales. I will share some of the things that work well, vendors that offer great profit margins, and ways to increase profits while being a blessing to others.

Volunteer Impact on Hospitalized Patients Suffering with Delirium**[HVL] [VOL/AUX]** *Jean Zebroski & Joseph Weaver*

The Volunteer Cognitive Stimulation and Delirium Program is an innovative approach providing non-medical and non-pharmacologic interventions in an effort to manage and reduce delirium in patients at risk and help with managing active delirium cases. This is achieved by engaging in interpersonal communication; appropriate for patients' cognitive and physical needs and abilities; and promoting cognitive stimulation. Volunteers trained by the Department of Psychiatry provide emotional support and practical assistance to vulnerable patients with dementia and delirium or those patients with identified risk factors for delirium to reduce their risk of adverse outcomes. Volunteers provide individualized social interaction and attention—engaging patients in a more personal way than might otherwise be possible. Volunteers document their interactions with patients. Members of the patient's care team gain insight into the patient by review of such documentation.

Change Agent 007- Walking through change with Volunteers can be tough!**[HVL] [VOL/AUX]** *Darbi Glassburn*

Change Agent - walking through change with volunteers can be tough, but there are some tips that can make challenges go smoother. The presentation will walk through the major changes our hospice has gone through (staff in technology, new buildings and changes in long-standing volunteer roles.) Program will cover what has and has not worked for us, as well as new ideas on getting volunteers onboard for big changes.

Collision of Colleague Engagement, Volunteer Services and Patient Experience Equals Outstanding Patient Satisfaction**[HVL] [VOL/AUX]** *Karla Bachl & Ruth Brown*

In the turmoil created by the pandemic, volunteer services in healthcare was turned upside down, but this chaos also provided us the opportunity to recreate how volunteers are viewed throughout healthcare. Lehigh Valley Health Network has coordinated the efforts of volunteer services, patient experience and colleague engagement, resulting in an elevated perception of volunteers and an increased demand for volunteer support in our clinical areas. We will share with you tips to get senior leadership and clinical leaders to understand and appreciate volunteer programs and the value of a Volunteer Clinical Partner. We will also share with you the rationale behind the creation of a new position, Administrator of Colleague and Volunteer Engagement, and our focus on bringing joy to the workplace.

Facility Dogs: Why your hospital's Volunteer Department needs one!**[HVL] [VOL/AUX]** *Diane Pekarek*

Facility dogs aren't just for Child Life anymore! A Facility Dog in Volunteers Services can make a huge impact on your ability to meet the needs of patients and staff and increase your hospital's community outreach potential. Participants will leave this session with a strong understanding of how a Facility Dog is much different than therapy dogs and the huge impact they can make.

Butterflies, Buttons and Bears: Oh My! Comfort items for patients and families, navigating the highs and lows of homemade and purchased items.**[HVL] [VOL/AUX]** *Rebecca Griffeth*

Rebecca will share with you some of the comfort items that have been part of her volunteer programs in the faith community, hospice care, and in the hospital setting. She will share some of the highs and lows of navigating homemade and purchased items. There will be time for sharing your own ideas and brainstorming new ones. This presentation is a way for us to network and make connections with each other. will leave with ideas for enhancing or creating comfort items that can be handmade or purchased for patients and family members.

It's All About Who You Know: How to Increase Traffic and Sales with Strategic Partnerships**[GS] [VOL/AUX]** *Julie Powell*

"It's all about who you know." No matter the size of your hospital or gift shop, utilizing strategic partnerships can help elevate both customer traffic and sales. Participants in this session will review and discuss a variety of partners and key stakeholders, both within and outside of the hospital setting, who can assist in transforming your gift shop. Using this as a foundation, the presenters will share an overview of partnerships and offerings implemented at the Women's Auxiliary Children's Corner Gift Shop at Children's Health in Dallas, Texas, that resulted in both increased customer traffic and sales.

Fundraising for Auxiliaries**[GS] [VOL/AUX]** *Linda Boone*

In this session we will discuss different fundraising opportunities for auxiliaries and how these funds can be used to support your hospital, your program, and your community. Prior to COVID Linda's program successfully raised over \$200,000.00 annually and built a reserve to support programs through COVID.

Complimentary Therapies: How to Tap into Volunteer Facilitated Therapies To Improve Patient Symptoms**[HVL] [VOL/AUX]** *Jessica Bullington*

Attendees will learn about the modalities used at our institution (Acupuncture, Reiki and Massage Therapy). This session will cover how Complimentary Therapies were initiated and implemented into the treatment plan using only volunteers. We will walk through the many challenges and successes since programming began in 2018.

Sometimes we get so wrapped up in work we forget who we are!**[HVL] [VOL/AUX]** *Kristy Rene Cole-Day*

Finding work life balance can be difficult. Weighing who you are vs what you are can be challenging. You will leave this session with strategies on how to create a healthy work life balance. You will find you are not alone in your leadership challenges, as we have all been there!

Karla Bachl, CAVS



Karla Bachl is the Administrator, Colleague and Volunteer Engagement for Lehigh Valley Health Network in Allentown, PA. She has a proven track record of a successful leader with multiple skill-sets and career experience with Volunteer Management, Employee Engagement, Retail Operations, and Auxiliaries. She leads a flourishing management team of a high-functioning staff and large numbers of volunteers across multiple locations to ensure quality community and employee engagement for LVHN. Karla was the recipient of the Evelyn Burston award for outstanding achievement in volunteer administration in Pennsylvania in 2014. Her department was recognized as the highest scoring colleagues for employee satisfaction in 2022. Karla earned a Bachelor of Science in Business Management from Albertus Magnus College and is currently pursuing a MBA through Desales University. She is a Certified Administrator of Volunteer Services (CAVS) as well as a Fellowship Advisory Board (FAB). She has been an active member of Pennsylvania Administrators of Healthcare Volunteer Resource Professionals and is currently the past president. She has been a speaker at many conferences across the United States and loves sharing ideas with other leaders. Karla is married and has four children. She loves to spend time with her family, cook, and play mahjong.

Linda Boone, CDVS



Linda is the Director of Volunteer Services and Gift Shops at McLeod Regional Medical Center in Florence, SC. In her role as director, she has successfully kept the volunteer hours on course though COVID. On average she has raised over \$100,000 annually to support their auxiliary programs and has seen over \$700,000 in annual sales through the two gift shops. As part of this success, they have partnered with the McLeod Foundation, local schools and the community. In past roles Linda has been a top fundraiser for national non-profits and built many successful relationships that have stayed with her through her career. Linda is married to Tom and has 2 children, Victoria, 17; and Sam 16. In her spare time, she enjoys the beach but, most of all, she enjoys her time at their local farm and spending time with her buddy, Fancy.

Ruth Brown, MBA, CAVS



Ruth Brown is the Manager of Volunteer Services for Lehigh Valley Health Network in Allentown, PA and leads a department of over 800 active volunteers, 5 full time staff and 2 per diem staff at 9 hospital campuses. She is an integral leader at LVHN, where she interacts daily with senior leadership and clinical and patient experience leaders, keeping volunteer services continually integrated into the day-to-day operations of improving patient experience and colleague engagement. Ruth joined LVHN as the Gift Shop Operations Specialist, focusing on the daily operations of five network gift shops. Prior to joining LVHN, Ruth was the Director of Guest Experience for the DaVinci Science Center, where she oversaw museum operations, the volunteer the team, and the gift shop operations. Ruth is married with two children and enjoys traveling to our national parks.

Jessica Bullington, BSN, RN, CHPN



Jessica Bullington has been a nurse at the Medical University of South Carolina for the past 14 years. The first 8 years of her career were spent at the bedside caring for adult patients in both acute medical surgical and intensive care units. She has always been passionate about Palliative Care and the support it provides to patients and families impacted by serious illness. For the past 6 years, she has worked as the Palliative Care Program Specialist coordinating specialized volunteer programs. During her time in this role, she has successfully created complimentary therapy programs including Reiki, Massage Therapy and Acupuncture utilizing a strictly volunteer workforce. Jessica partnered with the Risk Management Team, Legal team and Volunteer Services to make her dream of a complimentary therapy program a reality. Jessica has also created a Compassionate Companion Volunteer program with 20+ volunteers specially trained in interventions to sit vigil at end of life with her patients who may not have support. Jessica is passionate about her work in Palliative Care and feels it is an honor and a joy to build a team of wonderful volunteers who provide supportive visitation, end of life vigil for those dying alone, complementary therapies and legacy work/memory making.

Kristy Rene Coie-Day



Kristy started working with the Department of Veterans Affairs in 2012 as a Voluntary Service Specialist. She worked her way up to Chief and serves as a VISN Liaison and TEDx Curator. During her off hours, she serves as the Vice President of the Charles City County Volunteer Fire Department and assists in coordinating women's events at her church. She also enjoys writing, cooking and crafting. She is a proud mom, foster mom and grandmother.

Kimberly Dear



Kimberly has been with Mississippi Baptist Medical Center in Jackson for over 5 years. She serves as Director of Volunteer Services and the Gift Shop, as well as, the liaison between the hospital and the Volunteer Auxiliary Board. God began her journey in healthcare and retail at the age of 10 in her father's pharmacy. The Golden Rule was instilled in her by her parents, as she spent her afternoons after school helping the customers and a love for people was born. Her retail experience at the pharmacy led her to work in clothing boutiques during college. After graduation, she continued in several areas of health care which solidified her love of helping others. While at Baptist, she serves on hospital based committees such as patient experience and employee engagement. She has led initiatives like faith based rounding and a recognition program for employees that are commended on discharge calls. Baptist partners with Project Search and the gift shop serves as one of many sites for interns that enroll in the program. She has served on the women's and youth committees at Oakdale Baptist Church where she is a member, with her husband Gus, and their son Will. When not at Baptist, she enjoys traveling, gardening, and cheering on the Ole Miss Rebels.

Loren Dempsey, DNP, RN, PPCNP-BC, AE-C



Loren is a pediatric nurse practitioner at NYU Langone Hempstead High School-Based Health Clinic and an Assistant Professor of Nursing at the Hagan School of Nursing and Health Sciences, Molloy University, Rockville Centre, NY. Loren is an active volunteer in her church, Boy Scouts of America, and the American Lung Association Asthma Coalition of Long Island. She began my career as a nursing aide thirty years ago during undergraduate studies at Binghamton University, she has cared for persons across the lifespan. In 1995, Loren completed her master's degree in Pediatric Nursing at New York University while working full-time as a professional nurse. As a graduate trainee, she worked at Bellevue Hospital and school clinics with youth in NYC. This experience led to an interest and a nearly three-decade-long career in adolescent primary care and asthma. One of her primary career foci is empowering patients, nurses, and parents to reduce the need for unplanned healthcare visits related to COPD/Asthma. Supporting teens in the community and professional practice has been her life's work! Loren is most grateful for the time spent as a nursing mentor, community educator, and merit badge counselor for the Boy Scouts of America- the rewards are endless. Working with the nursing leadership council and volunteer administration at NYU Langone Health Long Island Hospital to develop a pilot project to encourage healthcare careers for high school students underrepresented in our volunteer program has been a rewarding experience.

Anna Epstein



Anna Epstein is a Volunteer Coordinator at Children's Health in Dallas, TX. Prior to transitioning to her current role, Anna was a Child Life Specialist in Memphis, TN serving the infant/toddler unit and long-term care patients for 7 years. She has experience coordinating in-kind donations as well as serving on a multitude of hospital-wide committees, including the Palliative Care Committee, Safe Sleep Policy Creation Team, and Ethics Committee. Anna has a Bachelor's Degree in Applied Learning and Development with a concentration in Youth and Community Studies from the University of Texas.

Darbi Glassburn



Darbi Glassburn, is the Director of Palliative Care and Volunteer Services for Hospice of Wichita Falls in Wichita Falls, Texas. She has been with the nonprofit organization for 9 years and a part of the leadership team for 5 years. She loves working everyday with volunteers from all walks of life who have one single goal...helping Hospice of Wichita Falls live out the mission of "Care Hope and Support for all When Illness Threatens Life." Darbi grew up in Texas and graduated from Midwestern State University where she was a part of the Lady Indians Soccer Team and the Phi Eta Sigma Honor Society. She and her husband, have 2 sons that love all the sports, so her main job outside of work is chauffeur to practice and games. In her little spare time, she enjoys reading, watching a good movie and RV camping with the family.

Rebecca Griffeth



Rebecca L. Griffeth has a BS in Education and a Master of Church Ministries degree. She served several congregations of the United Methodist Church in Texas, Tennessee, and South Carolina. In addition to her ministry career, she served a hospital affiliated hospice program in South Carolina for eight years as Volunteer Coordinator. She currently works as an Associate Program Manager for Volunteer Services at Vanderbilt University Medical Center in Nashville, Tennessee. She has over ten years of experience in education and networking with other Volunteer Managers at state and national conferences via her consulting business.

Kelly Hedges, CDVS



Kelly has been with the Medical University of South Carolina Health System in Charleston, South Carolina (MUSC) almost 20 years. She currently serves as the Volunteer & Career Exploration Services System Manager overseeing 1,400 Volunteers and 1,000+ Career Exploration Students annually. System programming includes 14 inpatient hospitals and over 20 ambulatory locations. Kelly has been in her current role 6 years with a total of 15 years' experience in healthcare volunteer leadership with her organization. Her first 5 years at MUSC were spent as the Human Resources Manager and District Safety Manager for the food management company Sodexo. Kelly is active in the field of volunteer management at the state and national level. She has held the positions of Secretary, Certification Chair, and President in the South Carolina Society for Hospital Directors of Volunteer Services. She currently serves on the SHVL board as our VP of Conference Education and has also held the roles of Vice President of Leadership Development and South Carolina State Representative.

In addition to her professional duties at MUSC, Kelly has chaired the Support Services Excellence Team, served as the Staff Liaison for the Adult Patient and Family Advisory Council and led the Hospital Reward and Recognition Team. Kelly enjoys teaching and has taught several classes for MUSC: First Impressions for new hires to the organization, Communication 101 & 102, Serv Safe and Safe Sitter© babysitting classes.

Jessica Kirk



Jessica Kirk is Nurse Manager of a thirty-five bed medical-oncology floor at NYU Langone Hospital, Long Island Campus. After earning a Bachelors of Arts in music therapy, Jessica had a personal experience that gave her the motivation to pursue her lifelong dream of becoming a nurse. In 2001, Jessica enrolled in Molloy College's nursing program and began her career at Winthrop Hospital, (now known as NYU Langone Long Island) as a nursing assistant. Upon graduation, Ms. Kirk became an RN at the hospital, was promoted to Assistant Nurse Manager, and is now Nurse Manager. As Nurse Manager, Jessica leads the nursing staff in providing an exceptional patient experience, while providing high quality patient care. Jessica is also the co-chair of the Nurse Manager Council which initiates projects across multiple nursing units to improve the quality of care delivered and establish best practices for the organization. Ms. Kirk has worked for NYU Langone Hospital Long Island (formerly known as Winthrop Hospital) for eighteen years and is an ANCC Board Certified Nurse Executive.

Amy Lionheart, MBA



Amy Faith Lionheart (co-presenting with Karina Vargas) has more than twenty-two years of experience in a variety of non-profit, faith-based, and healthcare organizations. She has overseen volunteers throughout her career and has served more than six years as the Network Manager of Volunteer Services for Nuvance Health, a seven hospital system serving more than two million individuals with locations that span New York's Hudson Valley, Fairfield and Litchfield Counties in Connecticut. She is a member of the Patient Experience team rounding on patients daily to ensure an excellent experience for all. In September, she began working with the newly created Office of Health Equity, Diversity and Inclusion (HEDI). In support of this work, she started the first network wide LGBTQIA+ Patient and Family Advisory Council for the organization. More recently, in December, as part of the New York Hospital Association's (HANYs) ongoing effort to improve health equity and with support from The Milbank Foundation, Amy was one of two recipients awarded a Leadership Development Scholarship to attend Cornell University's online Diversity, Equity, and Inclusion certificate program, where she is currently learning how to adopt inclusive hiring practices, recruit diverse talent pools and counteract unconscious bias. Amy holds a Master of Business Administration with a focus on marketing and a Masters degree in Corporate Communication and Public Relations. She is passionate about the causes which she believes in. She currently serves as a volunteer for the Human Rights Campaign (HRC), the nation's largest organization fighting for the rights of the LGBTQIA+ community. In her spare time, she enjoys supporting local farm sanctuaries and pet rescues, traveling with her wife and caring for their two fur babies.

Cate Murphy



Ms. Murphy has over 20-years' experience with teams and large project management with complex deployments. She is uniquely qualified to identify processes from multiple narratives and predict their integration with all areas of product usage and executive management teams. She possesses a natural ability to insight collaboration between internal departments, so organizations experience strong change management, socialized processes and product adoption. Her goal is to give organizations lasting partnerships that are anchored in continuous improvement and proactive communication skills. Ms. Murphy is a high-sought after motivational speaker bringing real-world applications that are readily deployed within each session she teaches.

Michelle McCann



Michelle McCann is the Director of Community Education and Volunteer Services for Baptist Memorial Hospital Leake. Michelle worked in the retail arena for over 20 years beginning in her youth. She entered the healthcare industry as Volunteer/Bereavement Coordinator for a local hospice company. She quickly learned that she could use her retail experience to promote the great patient care her company provided, along with convincing others to join her by volunteering. In 2011 she joined Baptist Medical Center Leake with her focus to promote the vision and mission of the new community hospital, Baptist Memorial Hospital Leake. With the building of a new facility the formation of a volunteer program began in February of 2015 with a staggering 26 women in the first month. Michelle serves as President of Main Street Chamber of Leake County and works on numerous committees utilizing all ages of volunteers. She serves as Women's Sunday school teacher and Women's Ministry Leader at Madden Baptist Church. Michelle speaks and entertains at numerous events in her hometown and surrounding areas speaking on healthcare services and her faith. She is married to Carl McCann, they have 2 children and two grandsons, Mason and Max. They live in Madden, Mississippi.

Diane Pekarek, C-CAIS, CAIS, NCCMT



Diane Pekarek coordinates the animal-assisted intervention program for 15 University Hospital locations across NE Ohio and also the American Cancer Society’s Hope Lodge. The UH system has been recognized as a U.S. News & World Report “Best Hospital,” both in adult and pediatric specialties. The AAI program at UH consists of 130+ therapy dogs, one therapy cat, a therapy horse, and 10 Glo-fish (Mobile Aquarium Therapy) that provide AAI to patients, their families, UH staff, and the community. The program also consists of four full-time facility dogs that work alongside UH medical staff, helping patients reach their healthcare goals. Diane has been working in the animal field for 25+ years. She first noticed the therapeutic effect animals had on humans while working at the Cleveland Metroparks Zoo and later at

the Greater Cleveland Aquarium. She has developed AAI programs for at-risk youth interacting with grey wolves, female offenders in the prison system working with alpacas, and children on the autism spectrum interacting with stingrays and invertebrates. Diane currently works with various species developing programs to benefit children and adults in the hospital setting.

Diane studied at University of Denver’s Graduate Institute of Human-Animal Connection where she became a Canine Assisted Intervention Specialist. She is also a Certified Animal Assisted Intervention Specialist, a Nationally Board Certified Canine Massage Therapist, a Puppy Start Right Educator with the Karen Pryor Academy, an AKC Canine Good Citizen Trainer, an AKC S.T.A.R. Trainer, certified in Force-Free Training & Enrichment from the Association of Zoos & Aquariums, a Canine CPR & First-Aid Instructor, and a Canine Wilderness First-Aid Instructor, a Trainer and Handler for Canine Assistants Facility Dogs, using Bond-Based Learning, and a Canine Companions Therapy Dog Evaluator. Diane teaches classes on canine body language, canine enrichment, & dog-bite prevention, as well as many other canine related topics (and loves every minute of it!).

LaShon Pitter



LaShon is currently the Nurse Manager in the Neonatal ICU and Co-Chair of the Nurse Managers Council at NYU Langone Long Island. She earned a Bachelor’s degree in Nursing at Syracuse University and a Dual Masters and Business degree from the University of Phoenix. Her nursing career started at St. Joseph’s Hospital in Syracuse, NY, after the short-term rehab transitioned into a long-term facility, LaShon moved back to NYC to be closer to her family. She obtained a job in homecare taking care of adult and pediatric patients. But alas, LaShon’s true desire was to become a NICU nurse because her mother told her of her NICU stay since she was as small as a

“scrawny chicken” at birth. She obtained a nursing position in the NICU at SUNY Downstate Medical Center and thus began her escalation to leadership from staff nurse to nurse educator for NICU, Peds, and PICU. She helped to implement the head cooling program in the NICU, Pediatric Sepsis protocol, and APHON training in Peds/PICU to expand their oncology program. During that time, she developed a great love for education. She was encouraged to expand her nursing education career and gained a position at Mount Sinai Hospital as the Pediatric Nurse Educator covering inpatient, outpatient, ICUs, and school-based clinics. But alas once again, she desired NICU and was able to transfer to Mount Sinai Beth Israel to become the NICU Nurse Manager. LaShon felt she would “die” in her happy place, but the position was short lived as a system decision to discontinue maternal-child services became imminent. Thankfully, LaShon was recruited to NYU Winthrop, now known as NYU Langone Hospital Long Island where she was finally able to complete a long-term goal of obtaining certification in Neonatal Intensive care and as an Advanced Nurse Executive. Currently her unit has achieved 3 years without one patient having a CLABSI, recognition from the NYS Children’s Hospitals’ Solutions for Patient Safety for reaching performance targets in reducing CLABSI, pressure Injuries and unplanned extubations. They are a Silver Sponsor for the March of Dimes and have over 80% RNs certified in Neonatal ICU and/or Breastfeeding Education. However, she is most proud of her unit for raising over \$6,000 in donations to provide lunch and Keurig machines with K-cups to several nursing units and ancillary departments during the height of the Pandemic.

Julie Powell



Julie Powell has over 20 years of experience in pediatric healthcare. Starting her career as a Child Life Specialist, Julie worked with a variety of pediatric populations including HIV/AIDS, Nephrology and Emergency Department. After moving into the world of volunteering over 10 years ago, Julie now serves as the Director of Auxiliary Services at Children's Health in Dallas, Texas, leading Volunteer Services, The Women's Auxiliary Children's Corner Gift Shop, Concierge services and two Starbucks locations. Julie has an MS in Child Development and Family Studies from the University of North Texas and a BS in Sociology from Dallas Baptist University.

Ashley Reeves, MPA, CAVS



Ashley Reeves has served as the Manager of Volunteer Resources at Dayton Children's Hospital in Dayton, Ohio, since May 2018. In her current role, she manages volunteer, intern and clinical rotation student onboarding, coordinates adult, college student and teen volunteer placements and oversees the Dayton Children's Hospital Job Shadow Program. Prior to joining Dayton Children's Hospital, Ashley was the Volunteer Services Director and Human Resources Specialist for Habitat for Humanity of Greater Dayton and a Recruitment Manager for the Girl Scouts of Western Ohio. Ashley holds a Bachelor of Arts in History and a Master of Public Administration from Wright State University. She is also a Certified Nonprofit Professional (CNP) through the Nonprofit Leadership Alliance. In 2022, Ashley received the Certified Administrator of Volunteer Services (CAVS) designation through the Beryl Institute. Ashley currently serves on the Ohio Healthcare Volunteer Management Association's Executive Board (OHVMA) as the President-Elect. In her role, she focuses on professional certification, approval of education contact hours, and education initiatives.

Kelly Rhodehamel, MBA, CAVS



Kelly Rhodehamel is the Director of Volunteer Resources at Dayton Children's Hospital, Dayton, Ohio. She has worked at Dayton Children's since 2013 and has previously served as the Manager of Volunteer Resources position in addition to roles in Human Resources and Medical Affairs. Prior to her work at Dayton Children's, Kelly has worked for the American Cancer Society, Big Brothers Big Sisters, and Muscular Dystrophy Association in positions focused on volunteer management, community health initiatives, patient service programs, and case management. Kelly holds a Bachelor's Degree in Communications from Ohio University and a Master's Degree in Business Administration from Tiffin University. She also has received her CAVS certification. Kelly currently serves on the Diversity Equity Inclusion committee at the hospital and has served in various positions on the board of Ohio Healthcare Volunteer Management Association in addition to Junior League of Dayton. Kelly lives in Tipp City, Ohio, with her husband, Zach, and their two cats, Clark and Stash.

Alex Seblatnigg, CAVS, CPXP



Alex is the Director of Volunteer Services and Internal Engagement at Shepherd Center, managing an extensive volunteer program which includes more than 750 in-hospital volunteers serving Shepherd Center patients as well as family members. She serves as staff liaison to the Shepherd Center Auxiliary and Peach Corps service groups, assisting them in their volunteer fundraising efforts. She is responsible for an employee giving initiative which annually raises over \$200,000. She manages Shepherd Serves, the employee community volunteer program. She also leads training for Shepherd's Grateful Patient program, which empowers former patients and their families to support the organization through a variety of philanthropic channels. She was designated Certified Administrator of Volunteer Services by the Council for Certification in Volunteer Administration, which distinguishes an individual as being among the elite in the field of volunteer management in healthcare and is also a Certified Patient Experience Professional. Alex sits on the board of the Georgia Society of Volunteer and Retail Professional (GSVRP) as Communications and Marketing chair and previously served in a variety of roles since 2011 including President, Program Chair and Metro District Director. She was recognized with GSVRP's Wyn Award in 2018, presented to a member who has made an exceptional contribution to the society. She was on the 2019 Committee on Nominations for the Association for Healthcare Volunteer Resource Professionals (AHVRP) and served as State Host Planning Chair for the 2016 AHVRP Conference. She serves on the Volunteer Professionals Council at the Beryl Institute. She served on the ALIVE's Standard Revision task force beginning in 2021. Alex attended the University of the South and graduated from Spring Hill College with a degree in International Business.

Peggy Skudera



Peggy Skudera has over 30 years of healthcare philanthropic and volunteer leadership experience ranging from raising capital funds to overseeing 400+ active volunteers in New Jersey. After moving to South Carolina in 2017, Peggy began working for McLeod Health in the Myrtle Beach area as the manager of volunteer and student services. She currently has 200 active adult and teen volunteers and oversees unpaid internships for students from various universities. Peggy's volunteer program philosophy is Ronald Regan's leadership philosophy: *Surround yourself with great people; delegate authority; get out of the way.* She boasts about the increase in community involvement in volunteer roles at the three McLeod locations she oversees and conducts volunteer orientations once a month. Everyone has time to give, but not everyone has money to give. Becoming involved in the healthcare community is important, especially to older adults and volunteering in their local hospital keeps those volunteers abreast of new and innovative healthcare initiatives. Her program's retention rate is 98%, with the average volunteer staying on at least five years. Teen volunteering is another platform close to Peggy's professional heart. With junior and senior high school students who volunteer their time, they are learning about various healthcare careers while developing leadership roles by participating in Train the Trainer, where those teens train other teens on their respective units. This year, many 12th grade graduating volunteer seniors have chosen healthcare as their future careers and have been accepted to many colleges including Clemson, University of South Carolina, Coastal Carolina University and North Carolina State. Peggy continues to evolve volunteer programs and is excited every day to get to work before the sun comes up. She is most honored to be chosen this year as a presenter for her signature program Team Pajamas. Peggy lives in Little River, SC, and has three children and three grandsons who live in various parts of the United States. When she's not at work, she's on her boat, fishing for the big one!

Karina Vargas



Karina Vargas, CAVS, CompTIA Project+ has over 20 years of experience in volunteer management in a variety of settings, she is no stranger to the world of giving and serving. She has experience at all levels of volunteering, ranging from working with Board-level professional volunteers to high school students wanting to get exposure to potential career paths. She spent over ten years managing volunteers for a large children’s hospital in Southern California where she developed volunteer leadership programs, presented interactive customer service trainings, and provided expert-level technical and leadership support to their volunteer program. She worked closely with the VSys team to optimize her organization’s use of VSys One and her suggestions led to several improvements of VSys One software. Karina is a Certified Administrator of Volunteer Services (CAVS) and holds a Bachelor’s Degree in Human Services from California State University, Fullerton. In Fall 2021, after completing a certification in project management, she joined VSys One as a Solutions Architect. In this role she merges her healthcare volunteer management experience, technical abilities, and love for helping people and programs grow.

Joseph Weaver, DNP, PMHNP- BC



Joe earned his Bachelor’s Degree in biology in 1994 and became a registered nurse in 2007. Ten years later, he earned his Master’s degree (MSN) and obtained the license to practice as a board-certified Psychiatric Mental Health Nurse Practitioner (PMHNP-BC) from the State University of New York, Stony Brook. Dr. Weaver graduated with honors and earned an Award for Excellence in Psychiatric Mental Health. In 2022, Joe returned to Stony Brook University and received his Doctorate degree in nursing practice (DNP), graduating magna cum laude. He has been working since 2017 as a consultation–liaison psychiatric nurse practitioner and preceptor for nurse practitioners and physician assistants in an acute care hospital in New York. He assists at NYU Long Island hospital in educating the nursing and medical staff on topics such as delirium, alcohol withdrawal, and other substance use disorders and how to treat them in the acute care setting. He also has an outpatient practice, where he specializes in treating patients who have post-traumatic stress disorder, also known as PTSD. Dr. Weaver is certified in Eye Movement Desensitization and Reprocessing(EMDR), and other therapies that can assist in helping people with traumatic experiences to recapture a new sense of self that incorporates the “here and now” awareness, resiliency, acceptance, and forgiveness.

Joe also sees patients with general mental health issues, such as generalized anxiety, depressive disorders, and psychosis. He is passionate about helping patients and their families navigate intellectual disabilities that may occur with Down syndrome and Prader-Willi syndrome.

Barbara Wright, CAVS



Barb has enjoyed almost 40 years in Volunteer Management. She spent the first 20 years at East Tennessee Children's Hospital as Associate Director of Volunteer Services, managing the hospital volunteer program, employee volunteer program and working on Fantasy of Trees, a major fundraiser benefitting the hospital. For the past 20 years, she has been the Director of Volunteer Services for Tennova Healthcare in Knoxville, Tennessee where she oversaw the Volunteer and Auxiliary Program in the Metro Hospitals. In 2017 she was honored to receive the Healthcare Hero’s Award from her community. She has been a member of SHVL since it’s inception and values the lessons and friendships she has made throughout the years! Currently she is enjoying retirement with her husband Danny and spending more time with their 6 grandchildren.

Jean Zebroski



Jean Zebroski is the Director of Volunteer Services at NYU Langone Hospital—Long Island with over 20 years of service in a variety of hospital settings on Long Island, New York. Jean's prior positions include dual roles as Director of Patient Relations and Volunteer Services at Winthrop University Hospital, Director of Patient Advocacy and Volunteer Services at Episcopal Health Services Inc., Director of Patient Relations and Volunteer Services at St. Catherine of Siena, Director of Patient Relations at St. John's Episcopal Hospital and Patient Advocate at Flushing Hospital. The predominate philosophy of service above self has been deeply ingrained in Jean's years of interacting with the healthcare public as well as with the clinicians who provide its care. Jean is passionate about developing volunteer programs which meet the evolving needs of the healthcare institution, as well as humanizing the experience.

On an international level, Jean served as a representative of the Rotary International Exchange Program in a six-week on site healthcare provisions in Madagascar, Seychelles and Mauritius in Africa. Jean was past Vice President of the Polish Gift of Life, associated with Gift of Life International sponsoring lifesaving cardiac surgery of indigent infants of Poland.

On her many plaudits, Jean was appointed to the Healthcare Association of New York State Statewide Committee of Healthcare Auxiliaries and Volunteers. In 2017, she was named North American Businesswoman of the Year Most Compassionate Woman in Patient Care. Jean was born and raised on Long Island where she continues to live. She is versed with the contrasting experience of her North Fork farmer parents as well as the inner-city Emergency Department.



A Southern Soiree

TUESDAY, MARCH 21ST
6PM
OCEANFRONT DECK

Join us as we
close out our
30th Anniversary
Come in your
Southern Party Attire
and don't forget
THE PEARLS

&





Entertainment for our closing event provided by Carl Verheyen

“One of the Top 10 Guitar Players in the World” Guitar Magazine

“One of the Top 100 Guitarists of All Time” Classic Rock Magazine

“Verheyen’s guitar work will blow you away” Guitar Player Magazine

In his 50-plus years of playing the instrument, Carl has created a wildly successful, multi-faceted career. He is a critically acclaimed musician, vocalist, songwriter, arranger, producer and educator with fifteen albums and two live DVDs released worldwide. Carl is commonly regarded as a guitar virtuoso capable of playing any style of music with remarkable mastery and conviction. He has been one of LA’s elite “first call” session players for the past 38 years, playing on hundreds of records, movie soundtracks and television shows. As a solo artist, Verheyen has graced the pages of countless industry publications and been the subject of numerous articles chronicling his rise to the forefront of the modern-day guitar scene. Carl has won numerous polls and musical honors in the US, Germany, France, Italy and the UK.

A member of the British rock group **Supertramp** since 1985, Carl has played to millions of enthusiastic fans in sold out arenas worldwide. As the creative force behind the **Carl Verheyen Band**, he has released an impressive and eclectic discography that showcases his endless talents across a wide array of musical genres. The CVB tours all over the world and continues to draw fans on the festival circuit as well as theaters and clubs.

A much sought after studio musician, Carl plays on other artists’ CDs whenever his busy schedule permits. He has recorded and played with a virtual who’s who of the music industry. His vast collection of movie soundtrack and television credits is enviable. 67,000,000 people heard Carl as a featured soloist at the **2009 Academy Awards**. He is also heavily featured in the documentary film about the electric guitar called **Turn It Up!**

As an active performer, songwriter, teacher and producer, the Grammy nominated guitarists continues to work and practice the guitar every day.

For more information:

<http://www.carlverheyen.com>

<http://www.facebook.com/CarlVerheyenOfficial>

<http://www.YouTube.com/CarlVerheyen>