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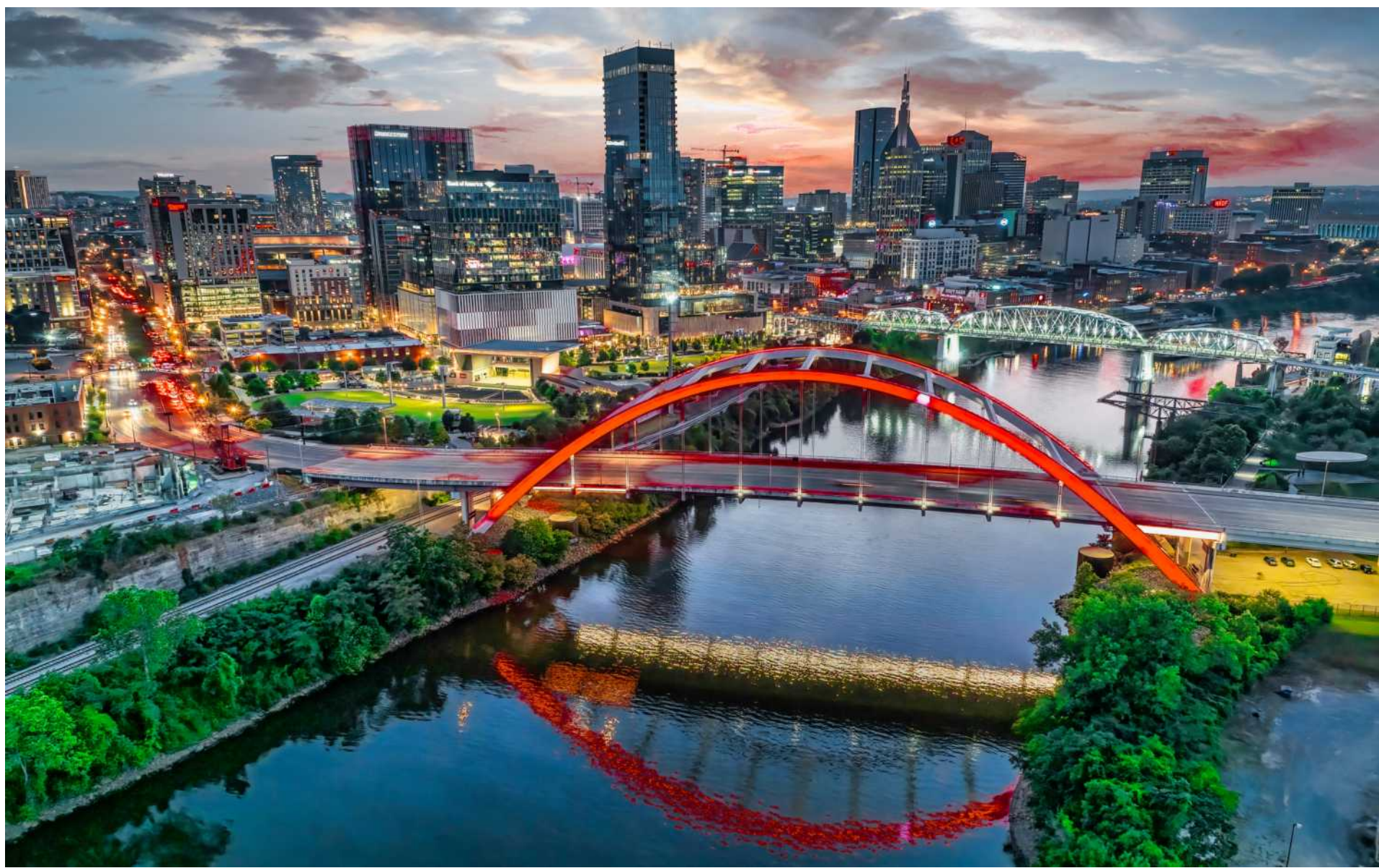
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**In-Person Education
Conference
March 21-23, 2024
The Renaissance Hotel**



SHVL 2024 Conference
Changing the Narrative

For more information, visit SHVLonline.org



We invite you to join us in beautiful Nashville, TN, for the 31st Annual SHVL Education Conference - March 21-23, 2024.

It's time to network with volunteer leaders nationwide to share best practices and learn how we can 'Change the Narrative' of our volunteer programs. The agenda includes educational sessions you will want to attend, a Panel Discussion with the SHVL Board, and Networking Sessions. We have two fabulous Keynote Speakers - Dr. Robert Campbell (Joint Commission Readiness) and Beth Steinhorn (Transforming Disruption to Impact). Beth will have two breakout sessions following her keynote address: Recruit & Rebuild Your Volunteer Base and Equipping Staff for Success: Training Colleagues to Engage Volunteers.

The Renaissance Hotel will have you right in the heart of Broadway, allowing you to experience all the city offers. Take in the excellent local, live music all around town, or even at the historic Ryman Auditorium or Grand Ole Opry.

We have lots in store for a fantastic 2024 conference in Nashville, so we invite you to raise your hand, offer a comment, tell a story, suggest a solution, give an example, reflect, engage, and engage others! You'll be amazed at what you've done, who you've met, and what you have learned over such a short time!

See you in Nashville!

Cindy Short

VP of Conference Education



Conference Information



**Hotel Reservations for
The Renaissance Nashville Hotel
611 Commerce Street
Nashville, TN 37023**

Conference Registration:

Registration is available online at www.SHVLonline.org. Please have a look at the website for complete registration pricing.

- Early Registration fee (a savings of \$200) is available only through February 23, 2024.
- Regular Registration fee applicable from February 24, 2024 - March 20, 2024.

Note: *There will be no virtual component to this year's conference.*

Conference Brochure:

- The most recent updates to the conference brochure are posted on-line at www.SHVLonline.org.

Hotel Information:

To make your room reservation online: Click [HERE](#)

If you would like to make reservations by phone:

- Reservations toll free: 1-877-901-6632
- Reservations local: 1-615-255-8400

The SHVL Room Block Cut-off Date: **February 23, 2024**

SHVL Group Rate is \$283 plus state and local taxes (currently 15.25%) and a \$2.50 per room per night city occupancy fee.

Note: *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.*

- Complimentary Wi-Fi in guest rooms.
- Valet parking available at \$62 per day, plus tax.
- Self-parking options available nearby but not affiliated with hotel.

Transportation Information:

The nearest airport is Nashville International Airport (BNA)

- Airport Phone - 615.275.1675
- The Renaissance Hotel is 8.4 miles NW of BNA

The hotel does not provide a shuttle service to/from BNA.

- Taxi service is available for approximately \$26 to \$30 from BNA.
- Uber and Lyft are available at the airport.
- Several shuttle services operate from the airport. Check in the baggage area for services available.

Driving Directions:

Take I-40 West. Travel 5.1 miles. Take a slight left to stay on I-40 W (signs for Huntsville/Memphis/I-65 S. Travel 1.4 miles and merge onto I-65 N. Travel 0.4 miles and take exit 209A toward US-70/US-70 S/US-431/Broadway. Turn right on Broadway. Travel 0.5 miles and turn left onto 7th Ave. N. Go 1 block and turn right onto Commerce Street. The hotel is on the corner of 7th Avenue and Commerce.

Important Notices:

If you require special services identified in the Americans with Disabilities Act, please contact SHVL.email@gmail.com before February 23, 2024.

Photography and Vendor Release: By registering, you hereby agree to the SHVL photography release statement and the release of your contact information to our registered conference vendors. Contact Cindy Short (cshort@mauryregional.com) for a copy of the statements or to revoke this agreement.



Keynote Speaker



DR. CAMPBELL,
THE JOINT COMMISSION
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.

Keynote Speaker



BETH STEINHORN
PRESIDENT, VQ VOLUNTEER STRATEGIES
Transforming Disruption to Impact

Beth partners with organizations and their leadership to increase impact through strategic and innovative engagement. As a thought leader, Beth regularly participates in the national dialogue about volunteerism and engagement and is co-editor of the new book, ***Transforming Disruption to Impact: Rethinking Volunteer Engagement for a Rapidly Changing World***. She provides consulting and training to organizations across the US and Canada, including supporting dozens of organizations to become certified Service Enterprises.

Prior to becoming a consultant, Beth worked as an executive director and marketing director with education and faith-based organizations and spent years working with museums as an educator, manager, and anthropologist.

Workshops Following Keynote:

• *Recruit and Rebuild Your Volunteer Base*

Are you challenged with recruiting new volunteers? You aren't alone. Recruitment difficulties are pervasive across the sector. While new circumstances demand new tactics, no one "quick fix" exists. Instead, by understanding shifting volunteer expectations, we can adjust our strategies accordingly. In this session, learn what research reveals about recruitment and volunteer expectations, then explore such tactics as adapting volunteer roles to attract new volunteers, leveraging volunteer personas, and nurturing partnerships to build your volunteer pipeline.

• *Equipping Staff for Success: Training Colleagues to Engage Volunteers*

With staff turnover at an all-time high, you likely have colleagues who are new to the organization and new to engaging and supporting volunteers. How can you provide training and inspiration so they can be successful in supporting volunteers? In this session, hear about organizations that have implemented successful strategies for training program and operational staff to engage volunteers, support them, and provide feedback to volunteers to build accountability. Then, begin to map out your own training plan, whether for formal workshops, short sessions as part of departmental meetings, or in-the-moment coaching to help address issues as they emerge. Build your training skills as well as your coaching competence and become an effective influencer as well. Leave with an action plan and the start of a training outline to implement back at your organization.

Agenda

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. *Please note location after session title.*

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

[GS] = Gift Shop/Retail Managers

[VOL/AUX] = Volunteers & Auxilians

Thursday, March 21

Schedule

8:00 AM - 5:00 PM

Registration, [Germantown Registration 1](#)

9:00 AM - 10:00 AM

First-Time Attendees Training, [Germantown 4](#)

Facilitator Training, [Edgehill](#)

[ALL]

10:15 AM - 11:30 AM

Educational Breakout Sessions

~ Preparing for a Joint Commission Survey, [Sylvan Park](#)

[HVL] *Maryellen Brady*

~ Responsible Buying is Good Medicine, [Germantown 4](#)

[HVL] [GS] [VOL/AUX] *Lilly Stamets*

~ But We've Always Done it That Way: Using a SWOT Analysis To Enhance Your Volunteer Program, [Edgehill](#)

[HVL] *Alex Seblatnigg*

11:45 AM - 12:45 PM

Opening Ceremony, Lunch, State Roll Call, [Germantown 2 & 3](#)

***Wear something FUN to represent your State!**

1:00 PM - 2:30 PM

Keynote Speaker: Dr. Robert Campbell, Joint Commission

Regulatory Readiness, [Germantown 2 & 3](#)

2:45 PM - 4:00 PM

Moderated Networking Sessions!

~ Healthcare Volunteer Leader Networking Session

[HVL], [Germantown 1](#)

~ Volunteer/Auxilian Networking Session

[VOL/AUX], [Sylvan Park](#)

4:15 PM - 5:30 PM

~ Retail Management Networking Session

[GS], [Germantown 4](#)

Educational Breakout Sessions

~ Vet 2 Vet - Veterans Serving Veterans, [Sylvan Park](#)

[HVL] *Tina McDowell & Lisa Makara*

~ A Little Courtesy Goes a Long Way, [Germantown 1](#)

[HVL] [VOL/AUX] *Melissa Kubu*

~ Mental Intelligence Theory & Group Interview Activities, [Germantown 4](#)

[HVL] [VOL/AUX] *Rebecca Griffeth & Sarah Walker*

Agenda

Thursday, March 21

5:45 PM - 6:30 PM

6:30 PM - 7:30 PM

*Dinner on Your Own

Friday, March 22

8:00 AM - 5:00 PM

7:00 AM - 8:00 AM

8:00 AM - 9:00 AM

9:00 AM - 10:30 AM

10:00 AM - 5:00 PM

10:45 AM - 12:00 PM

12:15 PM - 1:30 PM

1:45 PM - 3:00 PM

Schedule

**SHVL Annual Meeting [SHVL Members], [Germantown 2 & 3](#)
President's Reception [SHVL Members], [Wedgewood](#)**

For dining suggestions, download the Nashville Visitors Guide at www.VisitMusicCity.com

Schedule

Registration, [Germantown Registration 1](#)

Breakfast, [Germantown 2 & 3](#)

Keynote Speaker: Beth Steinhorn, Transforming Disruption to Impact, [Germantown 2 & 3](#)

Beth Steinhorn Workshops, [Germantown 2 & 3](#)

- *Recruit & Rebuild Your Volunteer Base*
- *Equipping Staff for Success: Training Colleagues to Engage Volunteers*

Vendor Show, [Midtown/Germantown Foyer](#)

Educational Breakout Sessions

~ Reductions & Reorganization of Gift Shops/Volunteer Services Departments, [Germantown 1](#)

[GS] [HVL] *Ruth Brown, Karla Bachl*

~ If You Feed Them, They Will Come: Stewarding & Engaging Volunteers, [Sylvan Park](#)

[HVL] *Alex Seblatnigg*

~ The Volunteer's Role in the Patient Experiences, [Germantown 4](#)

[HVL] [VOL/AUX] *Tracy Mcdougal*

Lunch, Impact Award, [Germantown 2 & 3](#)

Educational Breakout Sessions

~ Power in Numbers: Patient Experience Driven by Science, [Sylvan Park](#)

[HVL] *Megan Fairchild & Brittany Ward*

~ Emergency Department Volunteers: Empowered for Excellence, [Germantown 1](#)

[HVL] *E. Jean Zebroski-Clifford*

~ Enterprise Volunteer Management: From Silo to Systemness, [Germantown 4](#)

[HVL] [GS] [VOL/AUX] *Carrie Street & Julie Hudtloff*

Agenda

Friday, March 22

3:15 PM - 4:30 PM

Schedule

Educational Breakout Sessions

~ Are you certifiable? Learn more about earning your CDVS credentials! [Sylvan Park](#)
[HVL] *Kelly Hedges*

~ No One Dies Alone, [Germantown 4](#)
[HVL] *Peggy Skudera*

~ LEGO Challenge, [Germantown 1](#)
[HVL] [VOL/AUX] *Michelle McCann*

5:15 PM - 6:00 PM

Region Photo Ops/Meet & Greet (Refer to the *Schedule per Region in the Dailies*)

* Dinner on Your Own

For dining suggestions, download the Nashville Visitors Guide at www.VisitMusicCity.com

Saturday, March 23

8:00 AM - 3:00 PM

Schedule

Registration, [Germantown Registration 1](#)

8:00 AM - 9:00 AM

Continental Breakfast, [Germantown 2 & 3](#)

9:30 AM - 10:45 AM

Educational Breakout Sessions

~ Paws to Reflect: Positively Impacting Staff Through Pet Therapy, [Wedgewood](#)
[HVL] *Tina McDowell, Arion Moser*

~ Volunteers: The Compassionate Listener in the Patient Follow-Up Call Program, [Germantown 1](#)
[HVL] *Elizabeth (Beth) Daddario*

10:00 AM - 3:00 PM

Vendor Show, [Midtown/Germantown Foyer](#)

11:00 AM - 12:15 PM

Educational Breakout Sessions

~ Cuddle Up: Bringing Comfort to NICU Babies, [Wedgewood](#)
[HVL] *E. Jean Zebroski-Clifford, LaShon Pitter, Leticia Rios*

~ Great Expectations: Using Communications Strategy to Improve Your Onboarding Process, [Germantown 1](#)
[HVL] [VOL/AUX] *Melissa Bergin & Lisa LaVigna*

12:30 PM - 1:30 PM

Lunch, [Germantown 2 & 3](#)

1:45 PM - 3:45 PM

Educational Breakout Sessions

~ Panel Discussion with SHVL Board, [Germantown 2 & 3](#)
[HVL] [GS] [VOL/AUX]

6:00 PM - 9:00 PM

Closing Gala, Dinner & Dancing (wear your Denim & Bling) featuring *Wynn Varble*, [Germantown 2 & 3](#)

Breakout Sessions

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 & Auxiliaries

Joint Commission Readiness

[HVL] *Maryellen Brady*

When a Joint Commission Auditor visits a hospital and encounters a volunteer, Volunteer Services becomes involved in the HR File Review audit. Learn how to prepare your Volunteer Services for the Joint Commission. Participants will gain practical methods, processes, and tools for a positive audit interaction and learn how to best categorize competencies for evaluation and compliance.

Responsible Buying is Good Medicine

[HVL] [GS] [VOL/AUX] *Lilly Stamets*

Are the products we carry in our gift shops the healthiest options for our customers? Learn how to meet your hospital's mission as we discuss what products are safe and healthful and what are not. We'll identify product categories we sell daily and score them as to their health and safety. Discuss alternative products and keep price points in line while improving the quality of our merchandise mix. We will leave with the knowledge of how to provide healthful merchandise that has proven, in the long run, to be the best option for our customers.

You will leave this session with an understanding of what "Responsible Buying is Good Medicine" means and how to incorporate it into your merchandise plan.

- Understand the Impact: Align the gift shop mission with the hospital.
- Explore Healthcare Ethics: Draw parallels between the principles of responsible buying and the Hippocratic Oath, particularly the commitment to "Do No Harm."
- Navigate Compliance and Regulations: Understand the regulatory landscape surrounding responsible buying in healthcare settings that ensure alignment with industry standards and legal considerations.
- Identify Health-Conscious Products: Learn to distinguish products and services in hospital gift shops that promote healthier and safer choices.
- Empower Gift Shop Buyers: Equip gift shop buyers with the knowledge and tools to make informed buying decisions.
- Enhance Patient Experience: Create product selections that support healing and wellness through thoughtful retail choices.

But We've Always Done It That Way: Using a SWOT Analysis to Enhance Your Volunteer Program

[HVL] *Alex Seblatnigg*

It's easy to fall into a routine in Volunteer Services. But what if you could get FREE help to elevate your program and team? Learn how to conduct an effective SWOT analysis and gain valuable insight to help keep you at the top of your game.

Vet 2 Vet - Veterans Serving Veterans

[HVL] *Tina McDowell & Lisa Makara*

The Vet 2 Vet Program employs the power of brotherhood and comradery to bring volunteer support and resources to veteran patients and their families. Learn how to recruit, develop, and manage veteran volunteers who will connect with and provide support to veteran patients in your facility. We will discuss the best community partnerships to enhance your veteran programs, provide guidelines for each step of program development and resources for program implementation.

Breakout Sessions

A Little Extra Courtesy Goes a Long Way

[HVL] [VOL/AUX] *Melissa Kubu*

The feeling of not having time to leave the bedside because you might miss something? There's no time to go to your post because it's a busy day with patients? There is no time like now to start a Courtesy Cart program to help these families and Care Team Members. A little nourishment can go a long way!

Mental Intelligence Theory & Group Interview Activities

[HVL] [VOL/AUX] *Rebecca Griffeth & Sarah Walker*

Individual interviews can be stressful and time-consuming. This session will share the basics of Multiple Intelligence Theory (MIT) and show you how to use this theory to help your future volunteers connect with you and each other during the interview, find placements that lead them to success and enjoyment during their service, and ultimately lead to retention in those assignments. We will share case studies of the application of MIT during group interviews. Attendees will learn a road map for how to transition to group interviewing: scheduling interviews, setting up, building activities that get the information you need, looking for the right cues during the interviews, and helping their volunteers find their niche.

Reductions & Reorganization of Gift Shops/Volunteer Services Departments

[HVL] [GS] *Karla Bachl & Ruth Brown*

Join Karla and Ruth as they share how they took their experience in losing not only their Gift Shop Manager (who managed seven Gift Shops with \$3 to \$4 million in sales) but their Volunteer Coordinator (who oversaw three hospitals) as well, to corporate restructuring in October 2023. They worked diligently with their team to establish various efficiencies, tools to maximize staffing and money, and successes with employee engagement to survive and thrive in such trying times. With seven Gift Shops, they will have many ideas to share!

If You Feed Them, They Will Come: Stewarding and Engaging Volunteers

[HVL] *Alex Seblatnigg*

We all know people show up for food, but how do you truly make your volunteers feel valued—and on a volunteer services budget? Learn some easy but meaningful ways to steward volunteers to help maintain continued engagement year-round.

The Volunteer's Role in the Patient Experience

[HVL] [VOL/AUX] *Tracy Mcdougal*

Volunteers impact and enhance the Patient Experience in many ways. In this session, participants will be able to experience and learn innovative ways volunteers can support their organizations.

Power in Numbers: Patient Experience Driven by Service

[HVL] *Megan Fairchild & Brittany Ward*

We will discuss how Volunteer Services and Patient Experience have collaborated on different projects to support patients, families, and staff and talk about upcoming projects we are excited about!

Emergency Department Volunteers: Empowered for Excellence

[HVL] *E. Jean Zebroski-Clifford*

Volunteer Services is an invaluable role within our institution. Each has the power to improve the overall experience for our patients and families while also achieving personal fulfillment and insights into the world of healthcare. When rounding in the Emergency Department, the volunteers' goal is to make each interaction meaningful and create connections with our patients. They help to build rapport and make our patients more comfortable during their stay. Attendees of the session will be trained on the roles and responsibilities of the Emergency Department Volunteers and how volunteers conduct Patient and Family Rounds and Service Recovery.

Breakout Sessions

Enterprise Volunteer Management: From Silo to Systemness

[HVL] [GS] [VOL/AUX] *Carrie Street & Julie Hudtloff*

The ever-changing healthcare environment has required hospitals nationwide to rethink how they deliver care and support services. Inova Health System in Northern Virginia has been on a transformational journey to embed a culture of collaboration across the organization, and Volunteer Services is one area that has shifted from a silo-based to an enterprise approach for program management. Inova Volunteer Services leaders will share the progress and lessons learned from their ongoing journey to systemness, their approach to change management, and their strategies for promoting collaboration and teamwork to create a seamless and rewarding volunteer experience.

Are you certifiable? Learn more about earning your CDVS credentials!

[HVL] *Kelly Hedges*

SHVL certification of CDVS – Certified Director of Volunteer Services, certification geared specifically toward healthcare volunteer management on a national level. This session will cover everything you need to know about becoming certified in Volunteer Administration through the Society of Healthcare Volunteer Leaders, from requirements to application and testing. Join us to learn more about this beautiful certification and how you, too, can achieve becoming a CDVS!

No One Dies Alone

[HVL] *Peggy Skudera*

Train volunteers to sit vigil with patients who have no family or support and are dying alone.

LEGO Challenge

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

Team Building: Participants will work in groups, learning the importance of someone's best role as a communicator, hands-on, following directions, and observing.

Paws to Reflect: Positively Impacting Staff Through Pet Therapy

[HVL] *Tina McDowell, Arion Moser*

You can learn more about this innovative program designed to impact healthcare staff positively through pet therapy and peer support. We will discuss how we use certified therapy dogs and their volunteer handlers, paired with trained peer supporters, to provide relief and comfort to those who need it most: our nurses and frontline teams. We will cover how a pet therapy program designed to support staff differs from a traditional one, what partnerships are needed to develop the most successful program and the details of starting a program.

Volunteers: The Compassionate Listener in the Patient Follow-Up Call Program

[HVL] *Elizabeth (Beth) Daddario*

Creating an environment to gather patient feedback can be a challenge. If assigned to staff, they are too busy to listen fully and can come across as not paying attention. Additionally, staff might not rank this as necessary, and the calls start dropping on the "things to do" list. When utilizing the support of volunteers, their desire to want the best for your organization creates the framework for an assignment for those who want to make a positive difference. Not every volunteer is appropriate for this assignment, but those who meet the requirements are the pillars of success.

Breakout Sessions

Cuddle Up: Bringing Comfort to NICU Babies

[HVL] *E. Jean Zebroski-Clifford, LaShon Pitter, Leticia Rios*

The session attendees will walk away with an understanding of the importance of skin-to-skin contact for premature infants and be able to identify the evidence-based benefits of the Cuddler Program in a NICU setting. Presenters will discuss strategies for obtaining institutional and critical stakeholder buy-in. Volunteer leaders will be trained to outline the selection process for Cuddlers and the expectations of the role, to recognize important aspects of the Cuddler Training program, and to design protocols to maintain a therapeutic environment for infants and families.

Great Expectations: Improving Communications to Increase Applicant Success

[HVL] [GS] [VOL/AUX] *Melissa Bergin & Lisa LaVigna*

Are you looking for more volunteers? Why do so few applicants become volunteers? This interactive discussion will look at the onboarding process for new volunteers and discuss where, when, and how communication should occur. We will share the story of one volunteer's experience with onboarding and evaluate how it could have been improved. Let's change the narrative to enhance the new applicant's onboarding experience - so we can increase conversion rates of applicants who become volunteers! Topics covered will include evaluating your current onboarding workflows and options to consider when creating or revising a communication strategy for applicants.

About Our Speakers



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 her Bachelor of Science in Business Management from Albertus Magnus College

and is currently pursuing her 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 and one grandson. She loves to spend time with her family, cook, and play mahjong.



Melissa Bergin

Melissa Bergin, M.Ed is the Executive Vice President and Lead Training Specialist at Bespoke Software (V Sys One). Melissa has been involved with Bespoke Software since its inception. Coming from a public education background, she is responsible for designing and implementing training programs for clients and blending existing business practices with new process options. As a senior member of the team, she helps develop product strategies and organizational goals. Melissa has a Master's in Education (M.Ed) with a focus on Administration & Supervision from the College of Saint Rose, a Masters in Library & Information Science from the University at Albany, and Bachelors in Communication from Cornell University. In her free time she is an avid quilter. She is an active volunteer for Snowball Express and Project Linus.



Maryellen Brady

Maryellen Brady is a native to the San Francisco Bay Area. She has worked at Lucile Packard Children's Hospital Stanford for the past 25 years in a variety of roles supporting volunteers, patients and families. As the Director of Volunteer Services, Maryellen manages over 400 volunteers that are placed in a variety of acute care settings. Maryellen has created a volunteer program that mirrors HR and Compliance standards and has aligned the Volunteer Services department to work with departments throughout the hospital and with community relations to bridge the gap and partner with outside organizations to provide improved services on patient care units and in the community. Maryellen and her team were a part of successfully opening the new hospital at Stanford Children's Health and more recently navigated maintaining and rebuilding the volunteer program post pandemic.

About Our Speakers



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, 6 full time staff and 1 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 team and the gift shop operations. Ruth is married with two children and enjoys traveling to our national parks.



Beth Daddario

Center of CHOP. When not working, Beth loves to spend time with her husband, son, daughter-in-law, and 2 grandchildren. Spending time outdoors is especially important as watching sunrises and sunsets never gets old.

Beth Daddario is the Director of Volunteers and Guest Services for Inspira Health. Her responsibilities include the Volunteers, Front Desk/Guest Services, Gift Shops, Spiritual Care, and the Thrift Shop. Beth received her bachelor's degree in Social Work from West Chester University in West Chester, PA. She started her career at Inspira Health as a Social Worker - but most of her career (29 years) has been in Volunteer Leadership. Beth enjoys her time as a volunteer for CHOP - The Children's Hospital of Philadelphia where she has served on both the general PFAC and Cardiac PFAC Committees. She has been blessed to have the opportunity to share her patient/family experience during General Employee Orientations, Cardiac Care Center training videos, and at the Philadelphia Spin In -a fundraiser that supports the Cardiac

About Our Speakers



Megan Fairchild

Megan Fairchild is a Texas native. She ventured to the land of seasons, snow, and mountains to attend college at Brigham Young University. With plans to become a social worker, she majored in Family Studies and loved learning about family dynamics and individual contributions to society. After graduation, she returned home and accepted a position in the Child Life department at Children's Medical Center Plano and gained an interest in the field. Megan received her master's degree in Family Studies and Human Development from Arizona State University and certified as a Child Life Specialist shortly after graduation.

Throughout high school and college, Megan worked with several volunteer groups and accumulated numerous volunteer hours. She volunteered with the Student Service Association and later worked with the Student Alumni Association at BYU. She interned with the

Department of Child and Family Services as well as Primary Children's Hospital in Salt Lake City, UT and completed her capstone project on Trauma Informed Care within Healthcare. Upon graduation with her Master's, she was guided to the Volunteer Services department by a mentor. Accepting a position in the department, she fell in love with the hospital volunteers and their willingness to give back to their community. Gaining experience and dedication over the years, she now works as the Manager of Volunteer Services at Children's Medical Center Dallas.

Megan strives to create a warm and welcoming environment for all those she meets. Ready to greet each volunteer with a smile, Megan lives by the Mother Theresa quote, "Not all of us can do great things, but we can do small things with great love."

Megan is a dog mom to Vivien Leigh and Clark Gable and an avid reader. She loves shopping, watching movies, trying new recipes (as well as making old favorites), and spending time with her family and friends.



Rebecca Griffeth

Rebecca L. Griffeth has a BS in Education and a Master of Church Ministries. 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 educating and networking with other Volunteer Managers at state and national conferences via her consulting business for subjects including: teambuilding, service learning, community building, and curriculum development.

About Our Speakers



Julie Hudtloff

Julie Hudtloff serves as Senior Director, Patient Experience Services at Inova Health System, a five-hospital non-profit healthcare provider located in Northern Virginia. She is a certified executive coach and Gallup Strengths coach committed to helping others achieve their potential. Julie has more than 25 years of combined experience working in communications, healthcare volunteer leadership, patient experience, and process improvement. She has been at Inova for eight years, previously serving as Director of Patient Experience at Inova Fair Oaks Hospital where she guided the development and implementation of strategies focused on improving the experience of patients and families throughout the hospital.

Julie has a Bachelor of Arts in Broadcast Journalism from Arizona State University.

She also holds a Master's degree in Healthcare Administration from Colorado State University Global Campus with a specialization in Organizational Leadership and Change Management.

Julie's earlier career work as a television writer, producer and healthcare reporter required her to translate complex information into stories that the audiences could connect with and understand – a skillset she draws upon regularly in her healthcare work. In 2005, Julie's career path took a beautifully unexpected turn after she spent time volunteering at a children's hospital; it was there that she discovered her true passion was working with patients, families, volunteers, and healthcare staff. Shortly after starting her volunteer work and recognizing her newfound passion, she became the hospital's Director of Volunteer Services where she oversaw inpatient and outpatient volunteer programs, special events, pre-surgical tours, patient activities, and the in-kind donation process. Julie incorporates her various degrees and experiences in her current role and loves to work in multidisciplinary team settings. She is a proud mom of two very active teenage boys who enjoys cycling, running, and spending time with her family and goldendoodle Tessie.



Kelly Hedges, CAVS

Kelly Hedges has been at the Medical University of South Carolina Health System in Charleston, South Carolina (MUSC) for 21 years. She currently serves as the Volunteer & Career Exploration Services System Director overseeing 1,400 Volunteers and 1,000+ Career Exploration Students annually. System programming includes 15 hospitals and over 20 ambulatory locations. Kelly has been in her current role 7 years now with a total of 16 years' experience in healthcare volunteer leadership with her organization. Her first 5 years at MUSC were spent as the Human Resources Manager for the food management company Sodexo. Active in the field of volunteer management, Kelly has held two positions (Secretary and President) in the South Carolina Society for Hospital Directors of Volunteer Services. She currently serves

on the SHVL board as our President Elect and also has held the roles VP of Conference Education, VP 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 initiatives including the development and implementation of visitor Staff Liaison for the Adult Patient and Family Advisory Council and led the Reward and Recognition Team. Kelly has taught several classes for MUSC: First Impressions for new hires to the organization, Communication 101 & 102, and Safe Sitter.

About Our Speakers



Melissa Kubu

supporting care team members, assisting families and catering to the needs of the pediatric patients.

Recognized as one of Charleston Regional Business Journal's 40 Under 40, Melissa is also a Board Member for the Salvation Army and Rotarian. Married to the man of her dreams, she and Jim have two children, Jamison and Olivia. Melissa often feels that her work is not her job; it's her joy and she is honored to be in a position to create opportunities that result in significant impacts on the lives of many individuals in her community.

Melissa Kubu was born and raised in the great State of South Carolina. Her heart for volunteering began at a very early age. In middle school she became involved in Special Olympics and continued her passion and contribution towards the service of others ever since. After graduating from the College of Charleston, Melissa embraced this calling, directing her purpose for "giving" towards the youth in her community. She later served as the Executive Director for The Charleston Miracle League, an organization that provides baseball opportunities for special needs children and adults. Currently, Melissa is a Program Coordinator for the Shawn Jenkins Children's Hospital at the Medical University of South Carolina, where she recruits, hires, trains and schedules hundreds of volunteers to assist in various capacities



Lisa LaVigna, D. M.

Lisa LaVigna, D.M. is the Vice President of Business Development & Sales at Bespoke Software (VSys One). As a lifetime volunteer for a number of organizations focusing on education and the environment, she recognizes the important role volunteers fill in our society. In her current role Lisa builds strategic partnerships and client relationships that enable organizations of all sizes to manage their volunteers. Lisa has a BA in Public Administration from the State University of New York in Albany, a MBA from Rensselaer Polytechnic Institute, and a Doctorate in Management from the University of Maryland. Lisa also teaches Business courses at her local community college. In her spare time she loves to hike and bike. She also volunteers weekly at a women and children's shelter and is a board member and volunteer for a nonprofit that organizes birthday parties for children in homeless shelters.

About Our Speakers



Lisa Makara

Lisa Makara has an impressive career spanning 3 decades in the healthcare field. She was Director of Recreational Therapy at Commonwealth Health, Director of Marketing and Public Relations at Bloomsburg Health System and currently is the Program Manager of Volunteer Services for Geisinger Health System, Northeast. She manages all volunteer program for the region including 3 hospitals, a Healthplex and multiple clinical sites. She holds a master's degree in health science with a minor in Community Health and Wellness Promotion. A bachelor's degree in Recreation and Leisure Service Management with a concentration in Gerontology and Therapeutic Recreation. Additionally, she holds an associate degree in Recreation and Physical Education.

Lisa has shared her expertise locally and nationally through various presentations on topics ranging from stress management, time management to adaptive recreation. Her contributions in her field have earned her recognition, including Citizen of the Year Award from the Chamber of Commerce, Citizen award from ACTION Health and the North Star Award.

Lisa lives in Hazleton PA with her husband Richard and daughters Kyra and Elyse and 2 cats, Trouble and Tiger.



Michelle McCann

Michelle McCann, Director of Community Education, Baptist Memorial Hospital Leake. Michelle worked in retail for over 20 years, beginning in her youth. She entered the healthcare industry as a Volunteer/Bereavement Coordinator for a local hospice company. She quickly learned that she could use her retail experience to promote her company's excellent patient care and convince others to join her by volunteering. In 2011, a volunteer program began in February of 2015 with a staggering 26 women in the first month. Michelle serves as President of the Main Street Chamber of Leake County and works on numerous committees utilizing all ages of volunteers. She serves as a 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, and they have two children and two grandsons, Mason and Max. They live in Madden, MS.

About Our Speakers



Tracy McDougal, CAVS, CPXP

Tracy McDougal is the Manager of Volunteers at Mayo Clinic in Jacksonville, Florida, responsible for the operational engagement of volunteers including developing a strategic recruitment strategy, training, and volunteer utilization. Active in her community, Tracy served on the Jacksonville Children's Chorus Board and the Cathedral Arts Project Board of Northeast Florida. Tracy holds a Bachelor of Science Degree in Healthcare Administration, and she recently received the Certified Administrator of Volunteers designation-credential. In her free time, Tracy enjoys reading, traveling, singing, and most importantly spending time with her family.



Tina McDowell, CAVS

Tina McDowell is an experienced non-profit organization leader who is passionate about volunteerism and community engagement. Her volunteer management background is broad; she has managed volunteers and volunteer programs in small community non-profits, national human service organizations and in higher education institutions over the last 30 years.

Tina joined the world of healthcare 7 years ago and is the leader of a system-wide volunteer services department for Geisinger, a large health system that includes 9 hospitals and numerous out-patient facilities serving central and northeast Pennsylvania.

She holds a BS in Education from Clarion University of Pennsylvania, is CAVS certified and enjoys collaborating and developing impactful, quality programs that help to address the most critical needs in our organizations and in our communities.

As a life-long dog lover and a proud United States Marine mom, Tina is very happy to be presenting the Paws to Reflect - Pet Therapy for Staff session and the Vet 2 Vet Military Veteran Volunteer Program session at the 2024 conference.

When not working, Tina enjoys spending time at the beach, flower gardening, reading historical fiction, watercolor painting, and being with her family and friends. She has two adult sons and two grandsons and believes her most important role to date has been that of being mom and Gigi to her family.

About Our Speakers



Arion G. Moser

Arion Moser has professionally and personally served in the non-profit sector for over 20 years. Her career has covered child care, community improvement, youth and teen programming, staff programming, volunteer programs, fundraising, and animal welfare. The benefits of pet therapy were brought to her attention more than a decade ago when her mother and their family dog became certified to serve. However, at heart, Arion is a cat person! She enjoys making a positive impact on the communities and populations that she serves.



LaShon Pitter

MSN, MBA, RNC-NIC, NEA-BC
Nurse Manager, Neonatal ICU

LaShon Pitter is currently the Nurse Manager in the Neonatal ICU and Co-Chair of the Nurse Managers Council at NYU Langone Long Island. She earned her Bachelor's in Nursing at Syracuse University and a dual Masters in Nursing and Business with a concentration in Healthcare Administration from the University of Phoenix. She has extensive experience in leading nursing teams by fostering a collaborative and supportive work environment. Her clinical expertise, coupled with strong leadership and management skills, have contributed to the advancement of nursing practice, improved patient outcomes and more recently increased opportunities for underserved high schoolers interested in healthcare to experience the hospital setting through summer mentorship.



Leticia Rios

MSN, RNC-NIC, IBCLC, NPD-BC

Leticia Rios is a Certified Neonatal Nurse and Professional Development Specialist. She is an International Board Certified Lactation consultant and advocate who is currently completing her Ph.D. at Adelphi University and using her knowledge and passion at NYU and within the community at large to decrease racial disparities in healthcare and educate her colleagues on how we can best support and honor black women as we work to decrease birth disparities. Leticia brings an important nursing perspective and lens to her advocacy work.



Alex Seblatnigg, CAVS, CPXP

Alex Seblatnigg is Director of Volunteer Services and Internal Engagement at Shepherd Center, managing an extensive Volunteer program that includes more than 750 in-hospital volunteers serving Shepherd Center patients as well as family members. She is responsible for an employee-giving initiative annually raising over \$200,000. She manages Shepherd Serves, the employee volunteer program. Also, she leads training for Shepherd's Grateful Patient program, which empowers former patients and their families to support the organization through various philanthropic channels.

About Our Speakers



Peggy Skudera, CDVS

Peggy Skudera began her career in healthcare in 1989 in philanthropic and volunteer leadership roles with experience ranging from raising capital funds to overseeing 400+ active volunteers in a large New Jersey healthcare system. She holds a bachelor's degree in communication and public relations from Monmouth University, Long Branch NJ. 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 over 200 active adult and teen volunteers as well as a 15-member volunteer chaplain program.

No One Dies Alone (NODA) was an idea that arose when a nurse approached Peggy in November 2022, who was clearly exhausted from sitting with a patient overnight who was dying clearly with no

family or friends and asked if volunteer services could investigate programs that utilized volunteers to sit vigil with patients who are actively dying so that the patient didn't die alone. Peggy pitched this idea to a current volunteer chaplain named Connie, who is also a retired registered nurse, and she ran with it! Connie researched a national program and was permitted to tweak it to fit the healthcare system in the Myrtle Beach area. Since that time, Connie has trained over 30 adult volunteers and in January 2024 trained 10 teens for the NODA program. McLeod utilized the volunteers so far in three patients' lives and subsequent deaths, never dying alone.

Peggy's volunteer program philosophy was Ronald Regan's leadership philosophy: Surround yourself with great people; delegate authority; get out of the way. She conducts volunteer orientations once a month for three hospitals. 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 at 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 onboarding and training their peers in their respective areas. Peggy continues to evolve the volunteer programs and is excited every day to get to work at 5:00 a.m. She is most honored to be chosen this year as a presenter for the program No One Dies Alone and recently earned her CDVS certification.

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! Hasn't caught it yet!

About Our Speakers



Lilly Stamets

Lilly Stamets has been the Principal of Premier Retail Consulting (PRC) for 20 years. PRC's primary vision is developing retail in healthcare, museums, and university institutions. Our main clientele has been hospital gift shops. Our primary focus is developing retail standards in expectations of the new post-pandemic economy. Lilly's experience and expertise provide the leadership to determine the premier operational model, store design, budget, merchandising, and continuing operations. PRC has led startups/turnarounds for many of the nation's hospitals, including three San Francisco Bay Area Hospital Gift Stores, including Gift Stores at UCSF Medical Center, Kaiser Permanente, and El Camino Health. Lilly has started gift shops at the California Academy of Sciences, Children's Creativity Museum, and Bay Area Discovery Museum. The

uniqueness of these stores requires attention to detail from profitability, paid and volunteer staffing, and customer satisfaction that meets the institution's mission.

She brings a wealth of experience in specialty retail and corporate events to the hospital retail industry. Lilly earned a B. Sc. in Textiles and Clothing at Ohio State University and a Certification in Meeting Planning at San Francisco State University.

Lilly serves as the Retail SME ("Subject Matter Expert") for hospital gift shop members of CAHHS (California Association of Hospital and Healthcare Systems). She is a member of the IAMFA (International Association of Museum Facilitator Administrators) and FGI (Fashion Group International). Lilly is a popular speaker at industry healthcare conferences, Gift Shows, and educational institutions.

In her community, she serves on the Board of the UCSF Retirees Association, is an active member of the Outdoor Art Club, and serves on the Communication Committee Speaker Series as a Zoom tech.

Lilly has earned numerous awards, including the 2022 Francis Larragueta Volunteer Service Award for demonstrating community service commitment. Her certifications include Meeting Planning from SFSU and Laughter Yoga Leader from Laughter Yoga International.

LINKS; CAHHS of California Hospital Association at <https://calhospital.org>, Fashion Group International at <https://www.fgi.org>, IMC Market Centers at <https://www.imccenters.com>, LinkedIn at <https://linkedin.com/lillystamets> and Premier Retail Consulting at <https://www.lillystamets.com>

About Our Speakers



Carrie Street

Carrie Street serves as Program Operations Manager, Volunteer Services at Inova Fairfax Medical Campus (IFMC), a level one trauma center in Northern Virginia. IFMC is the largest hospital in the metro Washington, DC region and is rated #1 Best Hospital (by U.S. News & World Report) in both the DC area and in the State of Virginia.

In her leadership role, she is responsible for the program's daily operations, including the screening, onboarding and training of 500+ volunteers, the supervision of two employees, and oversees the systemwide in-kind donation process. A well-respected leader, Carrie also serves as a Team Safety Coach and has led numerous initiatives including the development and implementation of visitor screening, a career explorers day for high school and college

student volunteers, and the Compassion Cart program, which provides a personal way to say "thank you" to the clinical teams and is designed to enhance team member engagement.

Carrie's professional career began at the White House, serving in the correspondence and scheduling departments under the Clinton Administration. Her passion for volunteer management revealed itself during this time, when one of her roles was supervising the White House Comment Line and Greetings Office, which was staffed by 350+ volunteers. After leaving the White House, Carrie transitioned to the Prince of Wales Foundation, where she was responsible for overseeing the grant application process, donor relations and event planning.

Carrie has a Bachelor of Science in Hearing and Speech Sciences and a Master in Health Administration from Ohio University.

Carrie loves living and working in the metro DC area, playing tourist in the city, and exploring the area on her bike.

About Our Speakers



Sarah Walker, CDVS

Sarah Walker is the Manager of Volunteer Services at Holy Cross Health in Maryland. Her work with volunteers since 2007 has helped her develop new programs, execute substitute programming during the pandemic, and increase volunteerism in her region. In June 2020, she became a CDVS with SHVL. She has experience volunteering as an athletic trainer for baseball, volleyball, and ice hockey teams and working for entertainment companies as a dealer of casino games. She is affiliated with several organizations: Maryland Healthcare Directors of Volunteer Services, The Healthcare Council's Volunteer Services Division, Healthcare Professions Program Advisory Committee, Maryland Region V Emergency Preparedness Coalition, and more.



Brittany Ward

Brittney Ward is a native of Chicago, IL, however she found a second home in Alabama during her collegiate years, graduating from Tuskegee University with a degree in Biology. After graduating during a pandemic, she decided to further her education by earning a master's in health administration from the University of Alabama at Birmingham. There she obtained an internship at the Birmingham VA where she worked in various departments such as: the women's health clinic, engineering, and accreditation. During her rotations, she was able to understand how each department correlates to each other within the hospital. Brittney is most proud of her work dedicated to creating a wayfinding system to help locate clinical and non-clinical spaces to optimize patient access to care and help staff efficiently navigate their way in the hospital.

This project created an opportunity to help at the women's health clinic retreat to create a space for employees to understand how they could become a better team and improve patient understanding and satisfaction.

Brittney then moved to Dallas, TX where she served as an Administrative Fellow at Children's Health in the Christopher J Durovich Administrative Fellowship Program for the 2022-2023 year. During this 12-month immersive training program she was able to network with diverse industries outside the hospital realm to establish collaborative partnerships, assist and develop Hair Equity Survey aimed at understanding the needs and concerns of the BIPOC patient population, and lead the revision of Perioperative welcome packet families receive upon arrival of child's surgery. After her fellowship, Brittney transitioned into a program coordinator role for the patient experience department at Children's Health. During her brief time as a program coordinator, she has been able to partner with many departments, especially the volunteer department to help improve the patients experience at Children's.

Brittney is driven by a passion for cultivating a nurturing and caring environment for patients. Her motto is simple yet, impactful "Do what matters the most!" As an early careerist, Brittney is committed to fostering relationships that expand her knowledge and networking with the goal of becoming a servant leader in healthcare.

About Our Speakers



E. Jean Zebroski - Clifford

E. Jean Zebroski - Clifford is presently the Director of Volunteer Services at NYU Langone Hospital, Long Island. Jean has over 30 years of service to patients and families, 20 of which were in a dual role as Director of Patient Relations as well as Volunteer Services. Her vast experience includes being Corporate Director of Patient Advocacy Programs and Volunteer Services for Episcopal Health Services, Director of Patient Relations and Volunteer Services for St. Catherine of Siena, St. John's Episcopal Hospital, and Patient Advocate at Flushing Hospital. As the leader of the Department of Volunteer services, Jean is deeply engrained in the philosophy of service above self, treating every individual as unique. Respect and inclusion have been hallmarks of her programs. Jean's background has also been focused on patient advocacy and she is passionate about developing volunteer programs to meet the evolving needs of the institution and the patient while humanizing the patient's experience. She has toured and studied the provisions for healthcare in Madagascar, Seychelles and Mauritius on behalf of the Rotary International Exchange Program. Jean is the past Vice President of the Polish Gift of Life associated with Gift of Life International and the Healthcare Association of New York State Statewide Committee of Healthcare Auxiliaries and Volunteers and is a member of the New England Association of Director of healthcare Volunteer Services. Jean was named North American Businesswoman of the Year; Most Compassionate Woman in Patient Care 2017 New York. Born and raised in Aquebogue New York Jean continues to live on Long Island.

Welcome to Nashville

Visit [Nowplayingnashville.com](https://nowplayingnashville.com) for more information on what's going on during your stay!

General Jackson Showboat

2024 GENERAL JACKSON SHOWBOAT EVENING CRUISE
FEATURING ROLLIN' ON THE RIVER IN THE VICTORIAN THEATER
MARCH 17 - NOVEMBER 11, 2024

Your cruise lets you experience Nashville as it can best be seen from the beautiful Cumberland River.

While "rollin' down the river," you'll enjoy stunning views, a delicious meal freshly prepared by our chefs, and toe-tapping entertainment in our two-story Victorian Theater.

One of the largest showboats ever built, the grand General Jackson is an elegant triumph of American ingenuity. With its elegant lacy filigree and stately design, the boat is reminiscent of the opulence of the American Victorian era.

A magnificent, 8-piece showband fronts five of Nashville's finest singers supported by dazzling costumes, dynamic choreography, and a spectacular visual multimedia and light display. It's a spectacular evening, so join us soon. We'll be rocking and Rollin' on the River all season long on the General Jackson Showboat's evening dinner cruise!

For more information: <https://generaljackson.com/rollin-on-the-river-evening-cruise/>

Ghosts & Vampire Tours

Explore the ghosts and haunts that linger in Music City! There are multiple haunts to select from: those for the bravest and those that prefer to be elsewhere!

For more information: https://www.tripadvisor.com/Attractions-g55229-Activities-c42-t226-Nashville_Davidson_County_Tennessee.html

Nashville Evening Trolley Tour

By Old Town Trolley Tours Nashville

The Music City is most atmospheric at night, with dazzling illuminations and buzzing nightlife. With this tour, drive around Nashville on a historic trolley bus, pass by famous sites such as the Ryman Auditorium and Music Row, and learn about Nashville's music scene from your guides, who are musicians themselves.

For more information: https://www.tripadvisor.com/AttractionProductReview-g55229-d15241421-Nashville_Evening_Trolley_Tour-Nashville_Davidson_County_Tennessee.html

Grand Ole Opry Admission with Post-Show Backstage Tour

Combine admission to a concert at the Grand Ole Opry with a post-show backstage tour for the ultimate experience of Nashville's premier country music venue. The concert has four different seating options, and they head backstage immediately after the show. See the artist entrance and dressing rooms, step on stage, and hear stories about the musicians that have made the Grand Ole Opry a legendary destination.

For more information: https://www.tripadvisor.com/AttractionProductReview-g55229-d19867190-Grand_Ole_Opry_Admission_with_Post_Show_Backstage_Tour-Nashville_Davidson_County_Te.html

Welcome to Nashville

[Discover Nashville City Tour with Entry to Ryman & Country Music Hall of Fame](#)

Give your legs a break on this Nashville tour that takes you through the city—and past its most famous sights—by comfortable mini coach bus or trolley. Not only will you see more Nashville attractions in less time than if you were walking, but admission to the Ryman Auditorium and the Country Music Hall of Fame is included. It's a perfect introduction to Nashville for first-time visitors.

For more information: https://www.tripadvisor.com/AttractionProductReview-g55229-d11448491-Discover_Nashville_City_Tour_with_Entry_to_Ryman_Country_Music_Hall_of_Fame-Nashvil.html

[Downtown Nashville Walking Food Tour](#)

By A Little Local Flavor

This is the ideal tour for foodies visiting Nashville. Save time researching and reading food reviews, and get an insider's top recommendations instead. This hassle-free tour is a cost-effective way to taste your way around the city, as lunch and two alcoholic beverages are included. Try items like Nashville hot chicken, local beer, barbecue dishes, and southern favorites while learning about the history behind top city sights.

For more information: https://www.tripadvisor.com/AttractionProductReview-g55229-d15846708-Downtown_Nashville_Walking_Food_Tour-Nashville_Davidson_County_Tennessee.html

[Lip Lab](#)

LIP LAB is a unique space where YOU are a CREATOR, free to EXPERIMENT with COLOR to create a wearable EXPRESSION of you.

For more information: <https://www.liplab.com/pages/experience>

[Woodhouse Spa Nashville](#)

Located in the heart of Nashville, adjacent to the city's famous Music Row, Woodhouse Nashville invites you to enjoy our signature spa services, such as The Calming Retreat and HydraFacial. Upon arrival, various warm and relaxing teas are available to help you relax or enjoy a signature Woodhouse Mimosa or glass of champagne in our luxurious Quiet Room between services. We're honored to be voted as the Best of the Best Spa by Nashville Scene in both 2022 and 2021, as well as the Best Massage from 2020 to 2023, and we can't wait for you to experience the serenity for yourself.

For more information: <https://locations.woodhousespas.com/dir/tn/nashville/2001-division-st>

~ Download the Nashville Visitors Guide: www.VisitMusicCity.com

~ For restaurant options available near The Renaissance Nashville Hotel, check out Open Table at the following link: <https://www.opentable.com/landmark/restaurants-near-renaissance-nashville>

We hope you enjoy your stay in Nashville and that each of you arrive with a cautious hope of what you will gain from being here, then leave exhausted with enthusiastic optimism!