

## **MCDVS** **Executive Board Members**

*Debi Schroeder, CAVS*  
President  
Henry Ford-Macomb Hospital

*Carol Bridges*  
President-Elect  
Henry Ford-Wyandotte Hospital

*Kathy Zaguroli*  
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St. John Providence

*Paul Bauschatz, CAVS*  
Treasurer  
St. Mary's of Michigan

*Penny Brown, CAVS*  
Advisor  
Allegan General Hospital

## **Fall Conference Education Committee**

*Nancy E. Babcock, CAVS*  
Education Chair  
VA Medical Center

*Bonnie Vetter*  
Education Co-Chair  
Central Michigan  
Community Hospital

*Julie VanderNoot, CAVS*  
Education Committee Member  
Bronson Methodist Hospital

*Mary Jane Grunden, CAVS*  
Education Committee Member  
Genesys Regional Medical Center

*Kathy Praedel, CAVS*  
Education Committee Member  
Borgess Medical Center

### **Volunteer Placement Process**

Do you feel like you're barely treading water trying to keep track of potential volunteers and getting them started? From application, interview, background checks, orientation and organization requirements on-boarding a volunteer can be a daunting task. Julie VanderNoot will share Bronson Hospital's system for tracking a potential volunteer from application through start date. Workshop will include forms, communication to the volunteer and staff, and discussion of the process. The system is easily adapted to your program and hospital requirements.

### **Volunteer Management 101/ 1st Time Attendees**

This course provides the basics of volunteer management and allows 1st time attendees the opportunity to meet and learn the mission of the MCDVS organization. Please email any "Hot Topics" for discussion to Nancy Carlisi at ncarlisi@mcrmc.org.

### **Joint Commission**

This session will provide an opportunity to discuss Joint Commission issues that affect health care nationally and in Michigan.

**Conference registration fee includes breakfast and lunch on Thursday and breakfast on Friday.**

### **Conference Cancellation Policy**

A 50% refund is available up to 14 days prior to the beginning of the conference. Conference registration fees are transferable to an individual eligible for MCDVS membership. If the individual is not a current member, membership dues will be required at the time of the registration transfer.



## **Michigan Council of Directors of Volunteer Services**

*Presents...*

### *Sweeten Your Program: The ABC's of Volunteer Management*

Presented by  
Steven K. Hurd  
ASDVS President

Fall Conference  
Wednesday-Friday  
October 23 – 26, 2007

Holiday Inn Hotel  
Battle Creek, Michigan

## Agenda

### Wednesday, October 24, 2007

8:00 am -11:00 am	Certification Test Study Session
12 noon - 4:00 pm	Certification Test
6:00 pm - 8:00 pm	Board Meeting
6:00 pm - 7:00 pm	Volunteer Management 101/1st Time Attendees

### Thursday, October 25, 2007

8:00 am – 8:45 am	Registration and Breakfast Buffet
8:45 am – 9:00 am	Welcome
9:00 am - 12 Noon	Professional Development -Is it for you? Customer Service
12 noon – 1:00 pm	Lunch
1:00 pm – 2:00 pm	General Membership Meeting
2:00 pm – 4:00 pm	Teamwork and Communication
5:00 pm	Optional event/ Binder Park Boo Zoo

### Friday, October 26, 2007

8:30 am	Served Breakfast
9:00 am – 10:30 am	Joint Commission
10:30 am – 12 noon	Volunteer Placement Process
12 Noon	Wrap up and Good Bye

## Presenter Information *Steven K. Hurd, CAVS*

Prior to entering the field of Volunteer Management in 1983 Steve worked as a Recreation Therapist and Day Treatment Coordinator for The Department of Veterans Affairs. He has been Chief of Voluntary Service at the Togus, Maine VA since May, 1987. In addition to managing Voluntary Service at the Togus VA, Steve chairs the Customer Service Council and serves as Assistant Public Affairs Officer. Steve has facilitated the development of various employee and volunteer customer service training modules. Steve also chairs the Veterans Integrated Service Network (VISN) 1 Customer Service Committee and serves as the Veterans Affairs Voluntary Service VISN 1 Liaison. He has served as Past President of the Maine Society of Directors of Healthcare Volunteer Services, served for many years on the board of the New England Association of Directors of Healthcare Volunteers Services and currently serves on the board of the American Society of Directors of Volunteer Services (ASDVS) as President Elect. At the ASDVS Conference in August 2007, Steve will become this organizations first male President. Steve holds a Bachelor of Science degree in Therapeutic Recreation from Springfield College, a Masters in Education in Rehabilitation Administration from Northeastern University and is a Certified Administrator of Volunteer Services through ASDVS.

## Workshops

### *Professional Development, Is it For You?*

This course will discuss the benefits of increasing your professional standing within your organization and community. Learn how to place the volunteer program strategically into your organizations mission and goals.

### *Customer Service*

This session will share the “Critical Success Factors” of providing excellent customer service helping you move your organization from good service to impressive service.

### *Teamwork and Communication*

If you’ve ever had a miscommunication, then you know that words mean different things to different people. Every day those differences in communication cost your organization a lot of time, energy and money. This course will provide information on how to ensure you are providing the best service for your organization through communication and teamwork.

## MCDVS Fall Conference October 23 – 25, 2007

Name \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_

For Confirmation, please choose the preferred method:

Email \_\_\_\_\_

Fax (\_\_\_\_) \_\_\_\_\_

### Registration Fees:

\_\_\_\_ \$115.00 Conference Fee

\_\_\_\_ \$175.00 Non-Member Fee

(Includes MCDVS Membership)

First Time Attendee? \_\_\_\_ Yes \_\_\_\_ No

Please make your check payable to **MCDVS** and return by Monday, October 8, 2007 to:

**Bonnie Vetter**  
**Supervisor, Volunteer Services**  
**Central Michigan Community Hospital**  
**1221 South Drive**  
**Mount Pleasant, MI 48858**  
**(989) 722- 6815**

### PLEASE NOTE:

- All participants must pre-register - *NO WALK INS.*
- Registration for the conference and accommodations are on separate forms.
- Holiday Inn Conference Center reservations are due by: October 3, 2007
- Conference registration is due by October 8, 2007.