

**Missouri Association
Directors
of Volunteer Services**
~Est. 1968~

MADV NEWS!

**ASDVS—Affiliated Group
MHA—Professional Membership Group**

Summer 2005

ASDVS Conference
September 18-21,
Minneapolis Hilton

“Unlock your Future— The Keys to Success”

**Networking, Trade Show,
Silent Auction, Raffle,
Mall of America**

We all know that DVS's are the best when it comes to sharing, so the Planning Committee has built in plenty of time for networking. Visit with old friends and make new ones, share exciting ideas and programs, and have lots of fun with your colleagues!

Speaking of fun, let's not forget the Trade Show - remember the yummy fudge and the dazzling free jewelry from last year's conference? Well, these vendors and many, many more will be at this year's Trade Show. Don't miss it!

Of course, you'll want to participate in our fantastic Silent Auction. Featuring special gifts from across the nation, there's sure to be many items you'll want to take home.

And what trip to Minneapolis would be complete without a trip to America's largest shopping center, the Mall of America? We've planned a special excursion including bus transportation, shopping bag and special coupon book.

Register today!!! Now's the time to sign up for the 2005 ASDVS Annual Meeting and Leadership Conference & Trade Show! Our 37th annual conference is the event of the year for all ASDVS members, and you don't want to miss this opportunity to learn “the Keys to Success” so you can “Unlock Your Future!”

The Conference Planning Committee has worked very hard to bring this theme to life in a well-designed three-day conference with both pre-conference and post-conference additions. Current and timely topics have been very carefully selected and will be presented by experts in the field. For your convenience, the sessions have been organized into five tracks: *Leadership, Advocacy, Communication, Education, and Standards*; these will offer selections suitable for every level of experience and expertise.

From the beginning,

Michael Broome will start our conference with an informative and humorous keynote address to help us attain personal and professional success.

'til the end,

Plan to stay until the very end of the conference because Margie Harris, our closing speaker, will send you home ready to tackle the world with her WOW! presentation.

this year's conference is crammed full of excitement, information, and fun!

Go to www.todaysvolunteer.org to learn more about the individual sessions. With so many interesting topics, you'll have trouble deciding which to attend. And check out the faculty – all experts in their field. This wealth of information will be waiting for you in Minneapolis!

Come Early

Pre-conference offerings include:

- 1) Intensive Session: Nationally known healthcare speaker Tim Wright presents “Lead as You've Never Led Before!,” a dynamic program designed to develop concepts and techniques you can apply to leadership situations. If you are a leader in your organization or want to be, you can't afford to miss this creative, energetic and motivational session!
- 2) Principles Session: Led by Sabrina Coleman Clark, CAVS, this session offers a fresh look at the fundamentals of volunteer management, JCAHO and legal issues, technology, and more! If you're a seasoned DVS or new to the field, the Principles Session will teach you how to meet the ever-increasing challenges of volunteer management!
- 3) Certification Review and Testing: Are you ready to be recognized for your expertise in the field of volunteer management? Are you ready to a “CAVS?” Now's the time to step forward and do it! Certification Review and Testing will be held prior to the annual Conference.

Stay Late

This year's post conference Gift Shop Managers' Workshop is sure to be the best yet! The Workshop planners listened carefully to the suggestions made last year, and have developed an exciting program that includes two professional speakers, best practices, and POS information! This seminar will pay big dividends for you as it educates, motivates, and energizes your gift shop manager!

Register Now!

The wonderful city of Minneapolis and a super conference await you. Registering is easy. Download the conference brochure and registration materials at the ASDVS website, www.todaysvolunteer.org.

We'll see you in Minneapolis!

Jean Anton, CAVS, ASDVS Board Member at Large, '05 National Conference Planning Committee

Stuff from Steph. (our Prez.)

I'm sure your summer has found itself busy and full of young enthusiastic teens serving their community at your facility. My own 15-year-old daughter chose our auxiliary café to volunteer and has been happily making smoothies and baking cookies to her heart's content.

As we recruited those teens to serve our organizations, let's not forget that we, too, need to serve others. In late summer, the nominating committee will begin to make inquiries and start filling those offices and complete their list of those who are willing to serve their fellow peers on the 2006 MADVS board. A slate of officers must be ready to go out to the general membership 30 days in advance of the election at the annual meeting, November 2. Please consider serving on the board. If you would like to serve, talk with the folks on the nominating committee. If someone contacts you about it, say yes, you won't regret it! It's been a pleasure and an honor for me.

As we put the national elections of the ASDVS behind us. I would like to congratulate Bruce Hartley for being elected to the Nominating Committee for a one-year term. He has also been active on the following national committees during 2005: PICH Newsletter and National Conference Subcommittee. Already serving is: Jean Anton, Board Member-At-Large and member of National Conference Committee, and Jeri Grimes, Legislative Committee. Also, congratulations go to Kay Weir, who was recently appointed to the American Hospital Association's Committee on Volunteers. It has been a summer of service for Missourians!

Stephanie Spradling, CAVS, MADVS President



MADVS Fall Educational Conference... Don't Miss It!

Mark your calendars for November 2-4, 2005, and head to the lake for the Missouri Hospital Association Convention and the MADVS Fall Educational Conference!

Our theme is "Leadership: Making the Connection", and we have a great line-up of speakers, including international speaker and author of *To Lead is to Serve*, Shar McBee. You won't want to miss the CAVS graduation ceremony, the fun Installation of Officers, and the valuable experience of learning and networking with other volunteer administrators. MADVS will definitely "leave a wake" at the lake!

Kathy Hoff, CAVS, MADVS VP/Education

Membership Report & Welcome to New Members!

Region 1—

Kelly Blomberg, Volunteer Coord., Lee's Summit Hospital
Jeannine Glore, DVS, Truman Medical Center Hospital Hill
Jill Penick, Volunteer Coord., Truman Medical Center Lakewood

Region 2—

Denise Chapman, Volunteer Coord., St. Luke's Hospital
Ashley Gross, Vol. Coord., Ranken Jordan Pediatric Rehabilitation Center
Kylie Latham, Patient Navigation Coord, Siteman Cancer Center—Barnes-Jewish Hospital
Rita Raffaele, Volunteer Manager, St. Louis University Hospital

Region 3—

Debbie Gibson, Volunteer Manager, St. Francis Medical Center

Region 4—

Sarah Parker, Student Volunteer Coordinator, CoxHealth
Christa Mingus, Gift Shop Manager/Buyer, CoxHealth

MADVS Membership: 72
as of August 12, 2005

“Bruce of the Jungle”

Co-workers now affectionately refer to him as Brazilian Bruce or Bruce of the Jungle, but Bruce Hartley, director of Volunteer/Auxiliary Services at Cox-Health, knows that his recent trip to the Amazon to promote volunteerism gained him much more than fun nicknames.

“It really changed my life,” Hartley says of his whirlwind trip to Brazil. “I hope that someday I can go back.”

Hartley traveled to Belem and Santarem, Brazil as part of the group Partners of the Americas to help promote partnerships with other similar agencies and spread the word about volunteerism. With little more than good intentions, a book of travel Portuguese and a full itinerary, Hartley made the trip in hopes of making a difference. He achieved that goal and, to his surprise, he also gained a different personal opinion of the world and other cultures.

But like all trips, he found that simply getting to Brazil was half the battle and the journey was not without its comical moments. Hartley recounts how, due to a delay in Dallas, he nearly missed his connecting flight in Miami. And to complicate matters, the airport in Miami was under construction so there was no shuttle or tram service, forcing him to sprint to his boarding gate. He barely made



the flight and was the last one to board where he was greeted with a non-English speaking passenger in his seat.

“I am trying the best I can not to cause a scene and to explain to this person they were in my seat, but I know I did cause a scene waving my ticket and showing the seat number, by the look on his face he was thinking, ‘what is this sweaty, psycho American doing?’” he laughs.

After 24 hours and four different planes, Hartley arrived in Brazil where, like something out of a movie, he encountered a man holding a sign that

says “Hartley.” He tells the man he is Bruce Hartley, and with no other words exchanged, they load his luggage into the car and the two head out. After a couple of minutes, the thought occurs to him that there could be other Hartleys in the world and maybe this was not the right car and maybe this man was not his host.

“I am thinking, I just got in a car with a total stranger who I don’t even share a language with and we could be headed anywhere in the jungle!” he says, now able to laugh at his nervousness. Luckily he had found his host, but he says he spent the car ride calling the man by the wrong name. The man didn’t correct him, instead he would only shake his head and frown.

“Once again I got the feeling he was thinking, ‘that crazy American,’” he jokes.

During his time in Brazil, Hartley stayed in two vastly different areas with two vastly different host families. The first week was spent in Belem with a family in a home he likened to brownstone homes in big U.S. cities. Although still in the Amazon, there were many skyscrapers and people, complete with the normal rush and activities of a city. However in the middle of it all it was common



to have street vendors selling fruits, meats and even Amazon tribal potions. (For fun he purchased his teenage son a bottle of “love” potion as a souvenir from the trip.) He says his host family was gracious and he was made to feel immediately at home. Jesse, the family maid who spoke no English, simply found him entertaining and would only giggle every time Hartley spoke.

“I quickly learned to say hello and thank you and other little things just so I could communicate with her,” Hartley says. “But I know she just thought I was funny.”

Hartley took advantage of his entertainment value and spent the first evening making somewhat of a game trying to learn words from his Portuguese dictionary. The family got laughs



Brazil trip continued ...

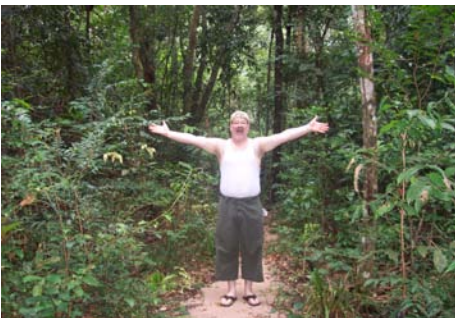


“Now I can tell people I speak a little Spanish, a little Portuguese and a lot of English,” he says.

At the home he was given the option of sleeping on a bed or in a hammock. He found the hammocks to be very comfortable and due to the jungle heat they also provided a nice way to generate a breeze. He says Brazilian homes have hammock hooks in every room. When you are done resting you hang it up just like you would make a bed.

The second week was spent in a remote part of the jungle with no phones, no computer access and, due to a storm the first night there, no electricity. This time his

host family was a priest and a retired nun. In Santarem the airport was much smaller than the Springfield/Branson regional and had a luggage return smaller than Hartley’s office. He rode on top of his luggage piled in the back of a pickup truck down dirt paths cut through the vegetation to get to where he would stay. There he had lizards on the screens of his bedroom windows, the sounds of birds and howling monkeys directly outside and a spider with a body the size of a half dollar as a shower mate.



“I was definitely in the jungle out there,” he says. “It took a bit of adjusting, but once I did I appreciated how beautiful and lush everything was.”

“I have memories for a lifetime,” he says.

But Hartley is quick to admit that even more valuable than his learn-as-you-go courses on the language and customs of Brazil, was the impact he was able to make on the community during his short stay.

“This was not a vacation,” he says. “I worked the entire time I was there.”

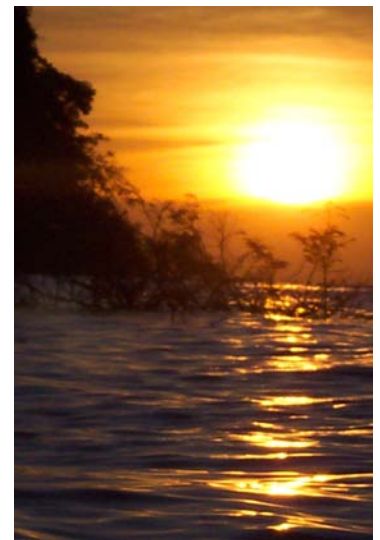
His time was filled with presentations and meetings with government officials and nonprofit agency leaders. He learned that Brazil had suffered setbacks in volunteerism in the 1990s when several volunteers claimed they were doing the same work as paid staff and sued to also receive pay. Many businesses suffered financially from the lawsuits and shut down their volunteer programs. Hartley then catered his presentations to focus on the best uses of volunteers, application processes, volunteer screening and orientation.

“I learned they really needed to know how to set up a program legally, safely and without reproach,” Hartley says. “They were so receptive to all of that, I am very pleased I was able to help in that way.”



During several nonprofit agency tours Hartley noticed a large number of children who were victims of abuse and neglect. He thought that many seemed to be victims of Shaken Baby Syndrome — something locals knew little about. After talking with the health officials, Hartley is working to establish a “Never Shake a Baby” program in Brazil, one much like one supported by volunteers at Cox.

It was also in Santarem that Hartley saw an opportunity for several agencies to work together to benefit each other and the community. He was able



to get an immediate buy in for a program entitled Serving Together. The program matches local restaurants with agencies that need food, such as at daycares, and help attract volunteers who also need a meal.

“I feel like I have planted these seeds in Brazil,” he says of the programs. “Now I want to keep watering them and watch them grow.” “While I was there, I really gave it my all.”

Thank you to Donna Barton from CoxHealth for writing this article.

SILENT AUCTION AT TAN-TAR-A

The Silent Auction Committee needs your help. Please start thinking about your donations to help make this a strong money maker for MADVS. Watch your mail for information from the committee. The committee welcomes donations from your gift shops or your community that could be used in other parts of our state (ie: restaurants, etc). E-mail Mary Cunningham, if you have questions, at cunmb@stlo.mercy.net.

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Legislative	
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Please contact any of the MADVS Board of Director Members if you need something. We want to support and encourage all MADVS members during 2005.





MADVS NEWS! Is a publication of MADVS Board of Directors. Please contact MADVS Membership Chair, Cindy Fishman, CAVS at 314/454-7132 or CjF7668@bjc.org to inform us about e-mail, phone or postal address changes.

**MISSOURI ASSOCIATION DIRECTORS
OF VOLUNTEER SERVICES**
~EST. 1968~

Bruce Hartley, CAVS
2005 MADVS
**President Elect/
Newsletter Editor**

MADVS Lapel Pin ... The newest benefit for MADVS Members!

Thank you to Rose Mays, Historian/Hospitality Chair, for coordinating the "MADVS lapel pin project" this year. Rose worked with the vendor to create the layout design and order the pins. Now all members can have this attractive lapel pin to designate membership in our professional organization. The lapel pins are being distributed by the Region Reps, so contact your Rep. if you have not gotten one yet. The Board hopes all members will wear the pin at Tan-Tar-A in Nov.



ASDVS National Convention

Hey, who's going to ASDVS National Convention in Sept? Stephanie needs to know who's going so you can be invited to the "MADVS delegate" dinner out. Stephanie is carrying on the great idea from Jeri Grimes, 2004 MADVS President from Atlanta. Call or e-mail Stephanie to let her know you are planning on going to Minneapolis.

Region Roundtable Reports

Region 2: From Barb Fradkin, CAVS– Next Roundtable: Fri., Aug. 19: 1—3 p.m. at St. John's Mercy Medical Center, in the Gillis Board Room, located off the hospital lobby, 615 S. New Ballas Road, St. Louis, MO 63141. We are located at Ballas and Conway Roads. By the time we have our next meeting, we should have a new driveway, which will lead to the front of the hospital. There will be plenty of signs, so don't worry! There has been an interest in "**call-light**" **volunteers**, and we thought this would be a good topic for our next group discussion. At St. John's Mercy, these specially trained volunteers are called **Mercy Service Volunteers**, and work in conjunction with our Patient Care Associates on patient floors. This is a wonderful way for volunteers to assist the nursing staff with non-medical needs and to interact with patients. Sally Rundquist, RN, BSN, is the clinical coordinator and trainer for this program and will be our guest speaker. It should be very informative, and I hope you all will be able to attend. **Don't forget, you receive 2 hours education credit!** For those of you who would like to join us for lunch, I would be happy to order you a box lunch for \$7.00. The box lunches include a sandwich, chips, fruit, cookie and a soft drink. Sandwiches are ham & cheese, chicken salad, tuna salad, roast beef or turkey. When you RSVP, please also indicate what you would like to eat. **I need to turn in the orders by August 17th.**

Region 4: From Carol Steward, CAVS– Next Roundtable: Tues., Sept. 27: 11 a.m.—2 p.m. at Ozarks Medical Center, 1100 Kentucky Avenue, West Plains, MO.

Region 5: From Amy Davis– Next Roundtable: Tues., Sept. 20: 10 a.m.—2 p.m. at the MHA Office, Jefferson City, Mo.
Agenda Topics: MADVS Fall Conference preparation(s); Winter volunteer retention; Holiday events and volunteer recognition; New facility programs and program ideas; New 'Award of Excellence' Guidelines? Please watch email for directions (Driving/Parking) Lunch will be 'Dutch Treat'