

Illinois Hospital Association's

# Constituency on Volunteers

and the

# Administrators of Volunteer Resources

presents

## Volunteer Leadership Retreat

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**September 29 - 30, 2010**

Crowne Plaza Hotel  
Springfield, IL



Together **We Connect** the **Dots**

# Volunteer Leadership Retreat 2010

## Together **We Connect** the Dots

September 29-30, 2010

Crowne Plaza Hotel, Springfield

### OVERVIEW

Each fall, hospital auxiliaries, volunteers and directors of volunteers come together to learn, share their experiences and accomplishments, and plan for the future of their organizations. You will hear nationally recognized speakers on topics you specifically requested, get a legal update on the issues affecting your auxiliary and volunteers, and at the same time help raise money to benefit the CoV Scholarship Program. It is time to reconnect with old friends, make new connections, and rejuvenate your spirit and volunteer enthusiasm. It is the beauty of that “*caring and connecting*” that makes this meeting special. Plan to attend the whole event or any portion that will be of benefit to you.

### AGENDA

#### DAY ONE: SEPTEMBER 29, 2010

Lunch on Your Own

12:30 – 1:30 pm

#### **Registration**

Silent Auction ~ Raffles (to benefit the CoV Scholarship Fund)

Vendor Displays

Special attraction will include participation and sponsorship by

**The Gold Refinery**, Schaumburg

Bring your items to the retreat and receive cash on the spot.

1:30 – 2:00 pm

#### **Welcome & CoV Annual Meeting**

*Judy Deutsch, 2010 CoV Chair*

~Recognition

*Judy Deutsch*

~Report of Nominating Committee

*Nancy Eckert*

~Installation

*Judy Deutsch*

~Acceptance Speech

*Stephanie Moore Chipman*

2:00 – 2:15 pm

**Photo Session** ~ 2010-2011 CoV Steering Committee Members and CoV Past Chairmen

2:15 – 4:15 pm

#### **General Session: Can You Hear Me Now? Speaking, Listening and the Art of Being Heard**

*Vickie Austin*

This presentation focuses on developing and refining our communication skills, including how to be a powerful speaker, how to hone our listening skills and how to achieve our goals while supporting the organization.

*There will be a 15-minute break during this presentation.*

4:30 – 6:00 pm

#### **Reception**

Silent Auction/Raffles/Vendor Displays

~ *A perfect time to reconnect with old friends and make new connections* ~

6:00 – 8:00 pm

**Optional Dinner** ~ *Ticket required*

*Special thanks to The Gold Refinery in Schaumburg.  
Their support helped us underwrite the reception and tote bags.*

## DAY TWO: SEPTEMBER 30, 2010

7:45 – 8:45 am **Continental Breakfast**  
Silent Auction/Raffles/Vendor Displays

8:45 – 9:30 am **Overview of the Day**  
*Judy Deutsch, 2010 CoV Chair*

**Keynote Address: Health Care Update**  
*Maryjane Wurth, IHA President*

Maryjane will give an update on key health care issues and share her thoughts on her first year as leader of the Illinois Hospital Association.

10:00 am -  
12:00 pm

**Concurrent Sessions**

**Auxiliary Leadership Session: Legal Issues Affecting Hospital Auxiliaries**  
*Kathleen Pankau, IHA Assistant General Counsel*

Auxiliaries and volunteer organizations are not immune from legal responsibilities. As a leader, it is important that you understand the legal dynamics that impact your organizations. This session will provide an overview of important issues for auxiliaries, including governance, tax exemption, fund raising, gift shop, and thrift shop issues.

**Gift Shop Session: Connecting the Dots in Your Gift Shop: Trends, Buying and Bright Ideas**  
*Dee Lause*

Dee will give you the latest trends in the retail industry, hospital gift shop, and the fashion business. This is an interactive presentation with bright ideas and best sellers from the audience. You will each have a list of the ideas you can adopt in your shops.

**AVR/DVS Session: The New Generation of Volunteers**  
*Richard Lynch*

Remember those days when you could place a new volunteer anywhere you needed. Those days are gone. Today's volunteers come with different expectations, different motivating factors and completely different skill levels. Rick Lynch will have participants explore the seven ways that volunteer management is changing and the effects of those changes on the core tasks of recruiting and retaining new volunteers. Participants will find strategies to deal with the episodic nature of today's volunteers and learn to use the nine steps of targeted recruitment to find volunteers to meet their hospital's needs.

*Silent Auction/Vendor Displays End*

12:15 – 1:15 pm **CoV Luncheon** (*Diamond/Sapphire Ballroom*)

12:15 – 1:15 pm **AVR Luncheon** (*Plaza D Room*)

1:15 – 1:30 pm **Silent Auction/Raffles Announcements/Results**

1:30 – 2:30 pm **Closing Session: Volunteers – the Vital Connection to the Community**  
*Howard A. Peters III, IHA Senior Vice President, Government Affairs*

Howard will provide an inspirational and educational message on the important role volunteers play in their hospital, community and the entire health care system.

2:30 – 2:45 pm **Wrap-up/Collection of Evaluations**

*Contact Hours available for this program – 5.5*

## SPEAKERS

*Vickie Austin* has been helping people through transitions since 1997, when she founded CHOICES Worldwide. In corporate life, she worked in marketing communications for American Medical International, Scottsdale Memorial Health Systems, Inc., Humana, Inc., McMurray Publishing, Crain Communications, and Marianjoy Rehabilitation Hospital, where she was vice president of marketing.

*Dee Lause* began her career in retailing by working in the family department store located in central Ohio. After graduating from Ray Vogue's School of Fashion Merchandising in Chicago, she went on to amass more than 30 years of retail management experience with mainstream department and specialty store chains. She entered hospital gift shop management as a manager and buyer of a retail shop for a major medical center in Palm Springs, CA.

*Richard Lynch* is a Seattle-based management consultant who specializes in issues facing not-for-profit organizations. As a trainer, author and coach, he helps managers create productive workplaces for both paid and unpaid staff. He is the co-author of *Volunteer Management*, the best selling book in its field in the U.S., China and the Ukraine.

*Kathleen Pankau* is Assistant General Counsel at IHA. Her work at the Association includes legislative and regulatory analysis, research and writing, and educating hospital administrators and managers on the laws and regulations that govern hospitals.

*Howard A. Peters III* is IHA's Senior Vice President, Government Relations. He works in Springfield, Washington, D.C., and Naperville to ensure hospitals get the kind of support they need, particularly as it relates to providing services to the poor and uninsured.

*Maryjane Wurth* joined IHA on October 19, 2009. Prior to joining IHA, Maryjane served as the Chief Operating Officer of the Healthcare Association of New York State (HANYS), where she was responsible for strategic direction and integrated management of association activities including advocacy, member services, and all operations including finance, communications, human resources, and technology.



Illinois Hospital Association  
1151 East Warrenville Road  
PO Box 3015  
Naperville, IL 60563

Volunteer Leadership Retreat 2010  
Crowne Plaza Hotel, Springfield  
September 29 - 30  
**Together We Connect the Dots**

Program Registration

Program Code: 1-002.10

**Wednesday - September 29: 12:30 – 8:00 pm**

Both Days (9/29 – 9/30) \_\_\_\_ \$190  
Day One Only (9/29) \_\_\_\_ \$90  
Day Two Only (9/30) \_\_\_\_ \$140  
Optional Dinner \_\_\_\_ \$40

**Thursday - September 30: 7:45 am – 2:45 pm**

After September 15 \_\_\_\_ \$200  
After September 15 \_\_\_\_ \$100  
After September 15 \_\_\_\_ \$150

Please choose one of the Concurrent Sessions offered on Thursday, September 30: (10:00 am – Noon)

\_\_\_\_ Auxiliary Leadership Session: *Legal Issues Affecting Hospital Auxiliaries*  
\_\_\_\_ Gift Shop Session: *Connecting the Dots in Your Gift Shop - Trends, Buying and Bright Ideas!*  
\_\_\_\_ AVR/DVS Session: *The New Generation of Volunteers*

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Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Hospital/Organization

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

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

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Phone

\_\_\_\_\_  
Fax

\_\_\_\_\_  
Email

**To register by Mail:** Mail completed registration form with payment to:  
**IHA, 37092 Eagle Way, Chicago, IL 60678-1370**  
*Registration forms will not be accepted without payment.*

**To register by Fax:** **630-276-5509** ~ Complete registration form, indicate credit card number and fax to IHA.

Charge \$ \_\_\_\_\_ to my: \_\_\_\_ Visa \_\_\_\_ MasterCard \_\_\_\_ American Express \_\_\_\_ Discover

\_\_\_\_\_  
Account Number

\_\_\_\_\_  
Expiration Date

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Print name as it appears on card

\_\_\_\_\_  
Authorized signature

**To register Online:** <https://ihref.ihatoday.org> ~ Email address and credit card are required.

**Cancellation Policy:** Cancellations made after September 21 will be charged 50% of the registration fee. Registrants who do not cancel and do not attend are liable for the entire fee. Registrants unable to attend the program may send an alternate.

**Questions:** Call Lorri Vanecek in the IHA Education Department at **630-276-5440** or email [lvanecek@ihastaff.org](mailto:lvanecek@ihastaff.org)

**Hotel Information:** Crowne Plaza Hotel ~ 3000 S. Dirksen Parkway ~ Springfield, IL 62703

Phone: 217-529-7777 ~ Fax: 217-585-1373

Room rate: \$122 single/double ~ Rooms will be held under Illinois Hospital Association until September 8, 2010.