



# Education Conference 2020

Scheduled Breakout Sessions (MORE to be announced)!

**Annual Awesome-cation – Making Annual Education Fun and Exciting!** Turn the typical ways of teaching annual education on their head and build excitement for your mandatory education.

Presented by Rob Toonkel, CDVS, Arnot Ogden Medical Center

HVL/Vol-Aux

**Circle Shifting – Activate your Power to Move Things!**

Explore using one's personal power to influence and move traditional, circular frames of thought and associated actions towards more modern, inclusive mind-sets and practices.

Presented by Pam Confer, bilingual professional speaker, jazz singer, business consultant, and public relations guru

HVL/Vol-Aux/Retail

**Finding Leaders Among your Peers**

If your Auxiliary board seems to be in a game of musical chairs, learn how to recognize potential leaders, mentor them, and watch them lead! Presented by Pat Ellis, Past President of AFHAV, Florida

HVL/Vol-Aux

**Grow Your Pet Therapy Program – 4 Paws at a Time**

Anyone can increase their pet therapy teams by utilizing what you already have! Learn to think outside the box to grow your therapy teams. Presented by Cathy Bennett, The Medical University of South Carolina

HVL/Vol-Aux

**GPWAYXHCS: Volunteer-Auxiliary Scrabble**

Learn how these letters spell something quite incredible! This session will show dozens of ways auxiliaries, volunteers and gift shop leaders positively impact survey scores and advocate for the all-important patient experience in their hospitals.

Presented by Angela Berns, CAVS, UnityPoint Health

Vol-Aux

**I Got DIBS: Designing Programs to Make a Difference**

Don't let other departments steal your thunder! Develop, Implement, Brand and Share your ideas with your leaders and the world!

Presented by Sabrina Clark, National Director, Voluntary Service, Veterans Health Administration

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**Identifying and Managing Volunteer Harassment and Discrimination**

Learn how to identify acts of harassment, secure the tools, and report and manage situations involving harassment and discrimination from any side. Presented by Dr. Leigh Hornsby

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**The Infinite Value of Volunteers**

Explaining the value of the volunteers to your fellow department managers and incentives you can share with them.

Presented by Nan Pate, Vidant Duplin Hospital

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**Job Sharing your Volunteer Management Role**

Gain a better understanding of job sharing, interview questions to find the ideal candidate, and tips on how to divide the work.

Presented by Kidist Estifanos, Inova Loudoun Hospital

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But wait...there's more  on page 2!

### **The Journey to Family and Patient Centered Care**

Learn how you can be a champion for your patients, families, and staff by guiding your hospital in creating its own PFAC.  
Presented by Caroline DeLongchamps, The Medical University of SC

HVL/Vol-Aux

### **Junior Volunteer Programs that "WOW!"**

Put the WOW into your youth program with a 2 week summer program that will provide students interactive activities that hospital staff will love!  
Presented by Cindy Short, Maury Regional Health and Barbara Wright, Tennova Healthcare – Knoxville

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### **Recognize to Maximize – The Best Way to Celebrate your Volunteers**

Learn how to determine how your volunteers want to be appreciated based on their love language and more.  
Presented by Katharine Urmey, Vanderbilt University Medical Center

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### **Tech Talk – The Internet is YOUR Friend**

Anyone can use the free tools out there to increase retail sales, recruit more volunteers...it's just knowing what platform works best for your areas.  
Presented by Angela Berns, CAVS, UnityPoint Health

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### **Therapy vs. Service Animals - BOTH are important to your organization**

Better understand ADA laws, Service Animals and your role in their arrival, and how to best present your Therapy Animals to the healthcare team.  
Presented by Donna May, Cabell Huntington Hospital

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### **The Volunteer Services/Child Life Partnership**

Children's hospitals have unique volunteer needs and requirements. See what works best for our youngest patients and their families.  
Presented by Joy Parker, CVA and Shannon Hood, CTRS, CCLS, Children's Hospital of the King's Daughters.

HVL

### **Volunteers ARE a Workforce**

Selling yourself, your service areas, and your program the HR and HCAHPS way.  
Presented by Angela Berns, CAVS, UnityPoint Health

Vol-Aux

### **We Need to Talk – Crucial Conversations with Difficult Volunteers**

Discover the tools needed to lead crucial confrontations and conversations with difficult (and maybe no so difficult) volunteers.  
Presented by Ashley Harold, Saint Thomas Hospital

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### **Who Are YOU? Speaking the Language of Leadership**

Validate the Volunteers and you and express the importance of both to patients, families, and visitors  
Presented by Sabrina Clark, Director, Voluntary Service, Veterans Health Administration

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### **You've Got Mail – and No One is Reading it!**

What are the best practices for effective communication with staff and volunteers? Explore the ways to get your message across.  
Presented by Tricia Spence, CAVS, St. Jude Children's Research Hospital

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**AND 2 NETWORKING SESSIONS FOR HEALTHCARE VOLUNTEER LEADERS, VOLUNTEERS, AND RETAIL LEADERS!**

### **RETAIL TUESDAY TRACKS**

**How to Attract Shoppers to your Brick and Mortar Store** – What are you doing in your store that makes it stand out?

**Reinventing your Retail Space** – Put the science of shopping to work and embrace your space

**Generation speak: Connecting with Your Shoppers** – Learning what's important and what sells to all the Generations

**2 Retail Professionals Networking sessions**

Presented by Retail Consultant and Author Georganne Bender