

**ISDVS Semi-Annual Meeting Minutes
April 29, 2009
Boise, Idaho – Oxford Suites**

**Tracie Jensen, President
Presiding**

In attendance:

Last Name	First Name	Hospital
Aalbers	Sharon	St Luke’s Meridian
Ainsworth	Sheri	Mercy Medical Center
Alejandro	Geri	Cassia Regional Medical Center
Blakley	Donna	
Borup	Sandi	Idaho Elks Rehabilitation Hospital
Courser	Kim	Bonner General
deBoer	Linda	Ontario/Holy Rosary Medical Center
Dockins	Debi	Gritman Medical Center
Dines	Kathy	
Hobart	Debbie	St Luke’s Wood River
Irish	Lynda	St Joseph Regional Medical Center
Jensen	Tracie	Franklin County Medical Center
Kan	Tamara	McCall Memorial Hospital
Mulroney	Nancy	St Luke’s Wood River
Nielsen	Sarah	Kootenai Health
Potter	Karen	Gritman Medical Center
Quick	Donna	St Maries Hospital (Clearwater Valley)
Reckmeyer	Cathy	Saint Alphonsus Regional Medical Center
Van Deren	Judy	Bear Lake Memorial
Vega	Kim	Minidoka Memorial Hospital
White	Monica	Portneuf Medical Center
Zerwas	Renee	St. Luke’s Boise

- I. Call to Order President Tracie Jensen called the meeting to order.
- II. Treasurer’s Report In Sharon Clark’s absence, Sarah presented the treasurer’s report; we have \$3,465.36 in our account. Membership roster was passed around for updates.
- III. Approval of Minutes Distributed copies of the minutes from meeting in Coeur d’Alene last fall. Motion to approve by Kim Courser, 2nd by Debi Dockins.
- IV. What’s going on at various hospitals:
 - A. Tracie Jensen – The hospital pays for their VP & President to go to Sun Valley & Boise with their spouses and they have their own room.

- B. Sandi Borup – Their health care system is looking at taking over the Meals on Wheels program. She's not sure what the outcome will be, but is excited about the prospect. SWIDOVs has partnered with the Idaho Department of Labor, will be holding a volunteer fair on May 16. Held annual luncheon last week. Looking at getting a new software program to manage their database.
- C. Geri Alejandro – Two things going on of interest: changing from volunteer board to council. Still have President, VP, etc. They are doing that because it will be easier to manage. Are also working on recruiting & placing volunteers for their community's American Cancer Society's Information Library.
- D. Karen Potter – They are in the middle of launching Hero's program – for volunteers (and employees) who go above and beyond. Half of their JV's are leaving in May (they have about 30), will be a challenging year but also fun. Their Cancer Resource Center is still in place. She's noticed that a lot of their interns are asking for their applications to be withdrawn as they now need to work. Karen & Debi teach their Safe Sitter course and use their JV's. Also working on CAVS certification.
- E. Debi Dockins – Hospital now has a half time gift shop manager, auxiliary pays ½ of the salary and the hospital pays the other ½. New manager has made some significant changes. Their auxiliary gift shop supports their scholarship program which is really meaningful for the students. They have 180 members in their auxiliary, 30 junior volunteers and almost 300 interns. In total, their hospital has 500 employees and 550 volunteers.
- F. Donna Quick – Their volunteers took over loan closet (medical supplies to people in the community who can't afford them). She has three jobs: works in the business office, activities center & DVS. Held volunteer appreciation lunch at St. Maries. At CVH, has the auxiliary, about 90.
- G. Debbie Hobart – To date, the hospital hasn't laid anyone off, things are status quo.
- H. Linda deBoer – Has now been in her new role for four months and loves her job. Her goal is to increase annual hours past 13,500. She has a volunteer with emeritus status who is 104 years old and always makes it to the luncheons. Loves having access to Darryl-lynn. Needs some help developing their junior volunteer program.
- I. Lynda Irish – Business as usual. Working with new gift shop has been fun; economy has had a small impact, but nothing significant. Is faced with challenges in the area of recruitment & retention. Just have junior volunteers in the summer, not during the school year. They have a great group of people who are on their auxiliary board.
- J. Judy Van Deren – Recruitment is going well, hospital holds education days for employees. She gave a presentation on volunteerism to get buy-in from department heads and employees. She has a copy of the PowerPoint if anyone would like it. Watched webinar on the health benefits of volunteering. Will bring the idea to their physicians and encourage them to "prescribe" volunteering for their patients. Statistics show that volunteering even 2 hours a week has significant health benefits. The auxiliary has given money towards new digital X-Ray machine and remodel of newborn nursery. Thrift store continues to thrive, about \$4,000 a month in sales. Recognition luncheon coming up on Monday, volunteers range in ages 14 – 92. Involved in their communities first Relay for Life. Recommended the website www.energizeinc.com

- K. Sarah Nielsen – Hospital is opening a Cancer Center in Post Falls this fall. In order to increase the responsibility level of teen volunteers, Sarah raised the minimum age to 14 and is finding that their teen volunteer advisory council is extremely helpful.
- L. Sheri Ainsworth – They are definitely feeling the crunch of the economy, volunteer services department affected by this and Sheri is now wearing many hats.
- M. Renee Zerwas – In order to have some continuity, they made a change on their Auxiliary board this year. The President will take a 2 year term and the past president (used to be a board member) can now elect to give their time on other committees.
- N. Nancy Mulrone – Hospital has not seen any lay-offs yet, but they are not quite as insulated as other areas because they are a resort community and rely on tourism in the winter. Nancy is also the gift shop manager, which takes most of her time. They recently did a community wide blood cholesterol screening, over 1,000 people came. Volunteer recognition will be at the end of June.
- O. Cathy Reckmeyer – A lot of folks are coming in who are laid off, some of which are amazing. Trying really hard to use the talents and skills people are bringing in. Her challenge is supporting people who are laid off.
- P. Tamara Kan – Quite a bit of transition and change, new CEO, CFO and Director of Nursing within the last 6 weeks. She is the 3rd volunteer director within the last 12 months. She's here to support her volunteers and infuse the program with a positive attitude. They have 42 active volunteers, 6 of which came on in the last 6 weeks.
- Q. Kathy Dines – Feels fortunate to have Tamara on board. On Tuesdays, their surgeon does colonoscopies; volunteers take care of the patients when they come out. Great program thanks to Tamara.
- R. Monica White – Huge change at their facility, merged with Legacy Health System (used to be a county owned, not-for-profit) and now a for-profit. Auxiliary is no longer under the umbrella of the hospital's foundation so they have had to redefine their purpose. The auxiliary is now their own entity. Will be announcing a new CEO this week. Also building a new facility should be complete in two-years. The new facility will require many new volunteers.
- S. Kim Courser – Working with the high school to recruit junior volunteers. Health fair coming up in a couple weeks, will be recruiting there. They have about 50 volunteers altogether. Seems like a younger group of volunteers are coming in. Administration is going to pay for their volunteer luncheon.
- T. Sharon Aalbers – She has so many applications that they have more demand than positions. Has seen a lot of serious illness within the last 6 months. They expanded the hours of their gift shop and have been able to add more junior volunteers.
- U. Donna Blakley – Has now been in her job for about 10 months. They have about 145 volunteers listed in active status, about 80 are serving regularly. She is also the hospital's patient advocate; half of her time is spent on volunteers and the other on patient satisfaction.
- V. Kim Vega – Has now been in her position about 2 ½ years. Geri gave her good advice when she first came in that she shared with the newbie's: go in your first year and change nothing. She finally feels as though she's made some progress. Their awards ceremony was a few weeks ago.

- IV. CAHHS Conference Lynda Irish gave a small report on the CAHHS conference. She was the only person from Idaho in attendance.
- V. Committee Reports
- A. By-laws: Debi Dockins – Committee will review the by-laws in more detail to make sure they are applicable.
 - B. Membership: Geri Alejandro – Encouraged everyone to submit information to IHA for the website as this will help the new volunteers. Recommended the membership roster be posted on the IHA website. Will check with Darryl-lynn to see if she can do a presentation on how to utilize the IHA website. New committee members were matched with mentors.
 - C. The Book: Sandi Borup – Have not moved forward on ideas from the Coeur d’Alene meeting but will be contacting everyone with a monthly area of focus in order to keep the website updated. Once they receive the information, they will forward it to Darryl-lynn. Will present awards at the fall meeting.
 - D. Education: Sherri Ainsworth – On the back of the CDA minutes, there are two websites that are great resources. If you have other sites, or other information, send it to Sherri and she’ll distribute.
- VI. Updates from Darryl-lynn
- A. Darryl-lynn and Rita Meyers distributed information on the LOVE and Junior Volunteer of the Year Scholarship Awards. They are due June 1. Some points to note: hospital size does not matter and you can nominate the same person each year as the best candidate wins. IHA pays for the LOVE award winner to attend the Sun Valley conference. All nominees will be entered into a drawing for a \$100 prize to their volunteer program. IHA would like to see more nominees and will do some press releases to coincide with the fall convention (October 3-6). Junior volunteers do not need to be a senior in high school. If they are younger, IHA holds the funds until they register for college.
 - B. Darryl-lynn asked everyone to send her volunteer hours for the fall conference and the group brainstormed ways to present volunteer information at the conference. Keep an eye on the list-serve emails for further ideas.
- VII. Tracie distributed books titled “How to Stay Groovy, and No Lose Your Cool, Mann!!! Or...The Hipsters Guide to Volunteer Management”. The room was broken up into groups of three and each group presented a chapter.

Meeting adjourned,
See you in Sun Valley!

Respectfully submitted,
Sarah Nielsen