

Update



A Publication of the NCS DVS Board of Directors

December 2011



President's Update By Sylvia Beamer

During this Holiday season, the entire NCS DVS Board hopes you have a safe, healthy and happy holiday! Please take the time to reflect on the true meaning of the season and take time to enjoy family. It's so easy to get caught up in the hustle bustle, decorating, what to buy for whom and planning all the party festivities that we sometimes forget to stop and "smell the roses". Pause for a time and ponder about your spirituality no matter your religious beliefs, look into a child's eyes at the wonderment and excitement that the season brings and enjoy the time you spend with those you love and value. For me, it's often difficult to slow down and actively appreciate what this season means, I hope this year I can!

For many, the holidays are full of sadness and can be a very depressing time, possibly because of the loss of loved ones, financial stress or an overwhelming feeling of aloneness. If you know of someone who might struggle with the season, please take time to be there for them, visit with them or invite them to spend time with your family. "Giving" doesn't always have a dollar tag stamped on it, your time can be of much more value to those in emotional need! I smile as I read this, because we work with those who give of their time every time they walk through our hospital doors!

After the holiday season, I hope you'll be able to look back with a smile as you remember the occasions that you stopped and "smelled the roses"! Happy Holidays and blessings to each of you.

Education Chair Update By Jan Hamblin



There are many factors involved in bringing a NASCAR team to Victory Lane. You need a skilled driver; an expert crew chief; a passionate pit crew; educated engineers and mechanics; a precision built car; state of the art equipment; and enough fuel to make it across the finish line. The outcomes of many races are determined by fuel strategy. Without enough fuel, it doesn't matter how good everything else is, you're not going to Victory Lane.



Your Education Committee is working to bring you a conference packed with the fuel you need to lead your winning team! We're having fun and getting more and more excited as the planning takes shape. By the time of this printing, online registration should be available and hopefully you have already had the opportunity to see our fast paced agenda and have registered for the March 7-9, 2012 NCS DVS Education Conference in Concord, NC. If you have not already done so, I urge you to go to www.ncsdvs.org and register today!

The green flag waves March 7th 2012! Don't miss out on this opportunity to fill your tank with fuel to power you on your drive to Victory Lane!

Corresponding Secretary Update

By Meredith Phillips

This time of year is meant for spending time with friends and family! I encourage each of you to network with your NCSDVS friends this holiday season by attending a District Meeting in your area.



It is with mixed emotions that I inform you that I will be leaving Volunteer Services on December 22 to accept a new position here at Wake Forest Baptist Health. While I am excited about the new challenges that await me in my new role, I am sad to leave the staff and volunteers as well as all of my NCSDVS friends. NCSDVS has played a crucial role in my professional development and I will miss you all! Thank you for each of you has done to mentor and encourage me! I wish each of you a very Merry Christmas and a blessed 2012!

Selena Kittrell has graciously agreed to assume the duties of Corresponding Secretary to carry us through the rest of the year! Selena will continue in her role as Recording Secretary and will work with Meredith to make this a seamless transition. If you need help getting involved or contacting your District Chair, please contact Selena Kittrell at selena.kittrell@msj.org.

Recording Secretary Update

By Selena Kittrell

One could easily think that the role of recording secretary might possibly be boring. You know, don't think, just write down what is being said in the meeting. But this is far from the truth.



Compared to some of my stellar colleagues on the Board, I am a relative newcomer, both to the world of volunteerism, as well as to the NCSDVS Board. But being recording secretary has given me the opportunity to learn so much as I hear the history and stories, as I learn from their experience and wisdom and as I am challenged professionally by my fellow Board members. What a wealth of knowledge your Board has! And with that wisdom is such a desire to continually grow and develop this organization to make it the best!

In no other past professional relationships have I ever witnessed such transparency. At every Board meet-

ing there is open, honest and stimulating discussion, with the goal to provide the best support to our members and to provide quality, value added service to each of our hospitals.

If you are not currently active in the NCSDVS, please consider attending our next Educational Conference, because this Board wants to see you succeed in this amazing world of volunteerism.

Membership Chair Update

By Linda Bowles

I would like to encourage everyone to renew their NCSDVS membership for 2011-12. NCSDVS provides great benefits to its members such as our annual educational conference, certification, networking and our website and message board with answers to questions important to all of us managing volunteers. We have a very diverse group of professionals who enhance our group. Our new younger tech savvy members are helping those of us who are not to learn to work smarter using the advantages technology provides. Those members who are more seasoned in volunteer management help the newer ones by offering information about tried and true best practices. Together we are able to provide some of the best volunteer programs in the country. When you have a new DVS in your area, please let me know so I can contact them and let them know what a great organization stands ready to help them as they embark on their new endeavors in health care volunteer management. Wishing you and yours a wonderful holiday season.



Benchmarking Chair Update

By Deana Williams

**'Tis the Season....
for data collection**

It is the time of year when our hectic world of volunteer management gets even more chaotic. We are buying gifts, writing cards, working on next year's budget and wrapping up this year's accomplishments.



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As the whirlwind of December surrounds you and you collect your numbers for your newsletters and administrators, please remember to send them to the Benchmarking Committee too. We are gathering the data and compiling blinded graphs of volunteer data across the state. Our goal is to build a history of data to help all volunteer managers in the state track progress through the years, identify ‘recessions’ in volunteer participation and compare to other organizations. Working together, we can demonstrate the commitment of our volunteer programs to best practices, benchmarking and effective data collection.

Please send the total number of volunteers, volunteer hours and new volunteers per quarter and per year to Deana.Williams@carolinas.org as soon as you have them. She will work to create the graphs and send you your hospital identifier when they are complete.

Happy Holidays from the Benchmarking Committee!!

“Only when we give joyfully, without hesitation or thought of gain, can we truly know what love means.”
- Leo Buscaglia

Nominating Committee’s Update

By Katherine Barrier

Be on the look out for the slate of officers to 2012-2013. You will receive via email. We will ask for your approval, so please be sure to respond quickly when you receive your information! Happy Holidays to everyone!



Public Relations’ Update

By Jennifer Shaw

Ready... Set... Go!! NCSDVS is in full throttle getting ready for the 2012 NCSDVS Conference.

Communication is one of the most important keys to maintaining a successful organization.

We will be educating the membership on the NCSDVS “Message Board” and other forms of communication at the conference.



Want to get involved more with NCSDVS? Do you enjoy writing, working with technology, teaching others, and assisting with events? If so, you may be the perfect Public Relations Committee Member! Please contact me at jshaw@hprhs.com if you are interested in participating on this committee.

If you are having trouble logging on to the website, please contact Jennifer Shaw at 336.878.6000 ext 2807 or jshaw@hprhs.com