Illinois Health and Hospital Association
Constituency on Volunteers
&
Administrators of Volunteer Resources presents...

2017 VOLUNTEER LEADERSHIP RETREAT

VOLUNTEERS
HAVE
GREAT
VISION

Northern Illinois University - Naperville Campus
1120 East Diehl Road - Naperville, IL 60563

September 27, 2017
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. During this year’s exciting event, you will hear nationally recognized speakers present on issues of interest to our members and have an opportunity to support the CoV Scholarship Fund through fundraising efforts. The audience reflects the diversity of our state with respect to size, focus and challenges. Volunteers are amazing ambassadors and advocates of any great community. Their dedication and drive allows them to accomplish so much for the good and well-being of the hospital and the community. This is what makes volunteers and this event so special and unique. Plan to attend this retreat and bring your fellow colleagues.

AGENDA

Tuesday, September 26

5:00 – 6:30 pm  Informal Reception
Illinois Health and Hospital Association, 1151 E Warrenville Road, Naperville

For those arriving the night before, dinner is on your own.

Wednesday, September 27

8:00 – 9:00 am  Registration
Continental Breakfast/Vendor Displays/Silent Auction/Raffles

9:00 am  Overview of Day
Keynote Address: Healthcare Update – A.J. Wilhelmi, President and CEO, IHA

9:45 am  Installations - CoV Annual Meeting
Cheryl Kehl, 2017 CoV Chair

10:00 – 11:00 am  Break/Vendors

11:00 am – 12:30 pm  Breakout Concurrent Sessions

Auxiliary Leadership – LIVE, LOVE, LAUGH & LEAD: Get Results Not Resistance with FULL OUT Leadership
Kim Hodous, Fayetteville, AR

Leaders come in all shapes and sizes and show up at every level of an organization. We all have the ability to guide and lead towards an inspired vision and a greater goal. While there’s no set formula for becoming an effective leader, in this informative and fun presentation, Kim will make you rethink your role as a leader and share the most innovative ideas on FULL OUT Leadership.
Gift/Thrift/Resale Shop ~ Creating a Retail Retreat that Everyone Loves to Shop
Mary Plathe, Orange City Area Health System, Orange City, IA

Learn how to increase sales by planning, product and promotions. Discover creative ways to provide extraordinary customer service that will wow your customers. Learn about vendors you will want to do business with and how to create cheery, well-organized displays to make your shop a refreshing, soothing retreat for every customer.

AVR/DVS ~ Evolving the Hospital Experience: Patient-Centered Volunteer Programs
Avi E. Zaraya, Woodland Hills, CA

Back by popular demand, Avi will outline different avenues through which to create patient-centered volunteer programs, detail their clinical soundness and need in the healthcare setting, as well as how to manage their effective implementation and logistical maintenance over the long term. Through different experiences and analyses, the presentation seeks to identify the roles volunteers have played in healthcare from the very beginning and the new roles needed to support future healthcare delivery.

12:30 – 1:30 pm  CoV & AVR Luncheons - Raffle Silent Auction Announcements

1:30 – 2:00 pm  Final Vendor Pass

2:00 pm  Closing Session ~ Volunteers Add the Human Touch
Andrea Darlas, News Anchor/Reporter at WGN TV/Radio

2:45 pm  Closing Comments/Adjournment

SPEAKERS

Andrea Darlas

Andrea is an award-winning Radio and Television News Anchor/Reporter at WGN Radio and WGN-TV. She is the morning news anchor and co-host of the Steve Cochran show on WGN Radio, a reporter at WGN-TV, news anchor at CLTV and a contributor to the nationally-syndicated TV show “House Smarts”. During her nearly 20-year tenure at WGN, Andrea has won a multitude of awards from the Associated Press and the Illinois Broadcasters’ Association for anchoring, reporting, breaking news coverage and investigative series reports. She recently won the Illinois Broadcaster’s Association award for “Best Reporter” for 2017 in Illinois. Andrea has five Silver Dome Awards for “Best Newscast” and two prestigious Peter Lisagor Awards – one for TV and one for radio. She has a BS in Broadcast Journalism from the University of Illinois and currently serves on their College of Media’s National Alumni Board, the University’s Alumni Association and the Campus Alumni Advisory Boards. Andrea is also on the Board of Directors for the Crisis Center for South Suburbia and is actively involved with the Special Olympics, the Illinois Patriot Education Fund and Rags of Honor. She is a die-hard Cubs, Blackhawks and Illini fan. In her spare time, Andrea enjoys biking, golf and travel.
Kim Hodous
Kim is the author of the award-winning book Show Up, Be Bold, Play Big: 33 Strategies for Outrageous Success and Lasting Happiness, which was a 2013 finalist for the Indie Next Generation Book Award of Excellence. Her innovative ideas on communication and time management have been shared in a wide array of publications and have been cited on numerous national networks including ABC, CBS, NBC and Fox. Kim holds a bachelor’s degree from Ball State University and is a member of the National Speakers Association. She serves on numerous corporate and educational boards and is an inductee into the Arkansas Small Business Hall of Fame.

Mary Plathe
Mary is the Volunteer Services Manager for Orange City Area Health System in Orange City, Iowa. She oversees the health system’s volunteer program, with more than 200 volunteers on three campus sites as well as community support volunteers. Mary handles all aspects of the health system’s gift shop, including financial management, scheduling and buying. She is the liaison between the health system and the auxiliary board and responsible for all fundraising aspects of the auxiliary. She is currently the treasurer of the Iowa Directors of Volunteer Services. Mary has also been a member of the health system’s management team for more than 25 years, the 2015 AHVRP Conference Planning Committee, Chair of the AHVRP Retail Committee and a Past President of the Iowa Hospital Association Volunteer/Auxilian Board of Directors.

A.J. Wilhelmi
In his second year as IHA president and chief executive officer, Wilhelmi has strengthened IHA's ability to address the many needs of more than 200 member hospitals and nearly 50 member health systems. Wilhelmi and IHA leaders collaborate with state leaders, legislators and other key stakeholders to develop workable solutions to support patients, hospitals and the state’s healthcare delivery system. Wilhelmi previously served as IHA’s chief government relations officer from 2012 to 2015, helping guide successful advocacy efforts including landmark legislation on hospital tax exemption and Medicaid expansion under the Affordable Care Act.

Avi E. Zaraya
Receiving his Bachelor of Science Degree in Biopsychology/Pre-Med from the University of California, Santa Barbara and a Master of Business Administration from Pepperdine University, Avi has served as an Intern, Volunteer, Teen Volunteer Coordinator and Patient Relations Representative, and Director of Volunteer and Chaplain Services. Currently the Assistant Administrator of Operations and Experience KP Program Director at Kaiser Permanente Woodland Hills Medical Center, Founder of Innovative Healthcare Consultancy, and Co-Founder and Managing Partner of Synolo Group, he brings an extensive background in healthcare, performance improvement, volunteer management and deployment, and human capital investment. As the Ritz E. Heerman Memorial Award recipient from the California Hospital Association, finalist for the HAVE Award from the American Hospital Association, and recipient of the Hospital Hero Award from the National Health Foundation and Traditional Excellence Program Award from AHVRP, Avi sits as the 2017 DCC Chair on the California Association of Hospitals and Health Systems Board of Trustees.
2017 Volunteer Leadership Retreat

Volunteers Have Great Vision

Northern Illinois University-Naperville Campus
September 27, 2017

Registration Form

Fee before September 20 . . . $160
Fee after September 20 . . . . $170

Concurrent Sessions: Please choose one (11:00 am – 12:30 pm)

_____ Auxiliary Leadership Session: LIVE, LOVE, LAUGH & LEAD: Get Results Not Resistance with FULL OUT Leadership

_____ Gift/Thrift/Resale Shop Session: Creating a Retail Retreat that Everyone Loves to Shop

_____ AVR/DVS Session: Evolving the Hospital Experience: Patient-Centered Volunteer Programs

Name_____________________________________
Title ______________________________________

Hospital/Organization ____________________________________________

Address ________________________________ City __________________ State/Zip __________

Phone ___________ Fax ___________ Email ________________________________

Registration can be made by two methods:

- Mailing: Mail completed form with payment to: IHA, 37092 Eagle Way, Chicago, IL 60678-1370 (allow 10 business days)

- Online: https://team-iha.cvent.com/2017VLR ~ Email address and credit card are required.

Hotel Information: Country Inn & Suites by Carlson – 1837 Centre Point Court, Naperville, IL 60563 ~ phone: 630-505-3353
Room rate: $88.32 King/ $99.36 Double-Queen. Rooms will be held under Illinois Health and Hospital Association, Volunteer Leadership Retreat until September 11, 2017. For more information: www.countryinns.com/napervilleil

* For restaurant options in the area, open the following link: http://www.freedomcommons.com/

Cancellation Policy: Cancellations made after September 20 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.

Americans with Disabilities Act: IHA wishes to ensure that no individual with a disability is excluded, denied services, segregated, or otherwise treated differently from other individuals because of the absence of auxiliary aids and services unless providing such auxiliary aids and services would fundamentally alter the program provided or result in an undue burden. If you need any of the auxiliary aids or services identified in the Americans with Disabilities Act in order to attend this educational program, please call 630-276-5440 at least five working days before the program date.

Dietary Considerations: Please let us know if you have special dietary needs.

Questions: Call Ginni Mocerino, IHA Education Department at 630-276-5683 or email gmocerino@team-iha.org
Parking and entry to the building located in back of facility