

**Fall Issue:** September, October, November 2010

## Letter From The President: Pat Dimond

**“The universe is change, life is understanding.”  
Marcus Aurelius**



Intellectually we know that change is constant and all around us. There have been changes in styles of communication (who thought anyone but birds would “twitter”?) ...changes in our financial styles (“debt reduction” wasn’t a term many were familiar with)... changes in how education is delivered (laptops, webinars etc.)...even nature is reminding us, in her grandeur, of the changing seasons. Emotionally, though, it’s sometimes a different story. It’s not the change that’s hard – it’s making sense of it all!!!

I write this first letter as President of CHDVS, a little like a mother who had a premature baby – I was expecting this, but just not this soon!! Leona Labruyere left not only a big smile, but big shoes to fill. I’m honored and humbled to serve in this role. I commit to giving you my best efforts as we continue to provide cutting-edge leadership and management to the hospitals and volunteers we serve.

I’ve been a member of CHDVS since March 1991. I’ve learned first hand the importance of this organization. I’ve seen many changes both CHDVS and the issues we all deal with in the past 20 years. The level of professionalism in our field has continued to grow as well as the recognition of the value of volunteers. It’s been rewarding to see CHDVS strive for excellence and become one of the premier state organizations in the country.

We are on this journey together – maneuvering the winds of change in our departments, in our hospitals, in our profession. It is together that we seek, strive and sometimes find understanding.

Have a wonderful autumn!

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### The yoga fix:

Sitting at your desk with your feet flat on the floor, hip-width apart, lengthen up through the crown of your head and let your shoulders gently drop away from your ears. Bring your hands together on your lap, interlacing your fingers. As you take a deep breath in, reach your arms out in front of you and press your palms away. As you exhale, raise your arms overhead and try to straighten your elbows as much as you can without scrunching your shoulders. If your shoulders rise up, keep your elbows slightly bent. Hold this pose for 10 complete breaths and lower your arms on the last exhale. Repeat twice more.

**One piece of log creates a small fire, adequate to warm you up, add just a few more pieces to blast an immense bonfire, large enough to warm up your entire circle of friends; needless to say that individuality counts but team work dynamites.**

**~Jin Kwon**



## Breaking the Ice



### Group Juggle

**Fun way to start working together!**

This is a great exercise that can be used to learn names and develop a sense of interconnectedness.

Stand in a circle, toss a ball to someone, using his/her name, and they in turn toss it to someone else, using the next person's name.

Keep it going, as more balls are introduced it starts to get interesting.

### Crazy Category

An introductory activity that enables participants to mix, mingle and learn some interesting facts about one another. Works especially well with large groups.

1. Ask the large group to separate into smaller groups that you are about to announce. Call out a "category" using any of the suggested questions below (or make up your own).
2. Allow enough time for the groups to form (anywhere from 5 seconds to 30 seconds, depending upon the category).
3. Repeat steps one and two. Continue until the group is warmed up and ready for a new activity.

### Category Questions to Get You Started

- Clasp your hands together and fold the thumbs across the top. Is your right thumb on top or your left? [If this is your first question, follow the question with something like "All lefties to this side of the room, all righties over there." This should help them understand your process.]
- Fold your arms across your chest. Is your right arm on top or is your left arm on top?
- Which month of the year were you born in?
- Do you see yourself more as a Cadillac, a Miata, or a Jeep?
- Can you roll your tongue?

This exercise helps to celebrate our diversity!



## Challenges in Raising Funds to Support Volunteer Involvement

Pre-publication excerpt from the manuscript of [Leading the Way to Successful Volunteer Involvement: Practical Tools for Busy Executives](#) by Betty Stallings with Susan J. Ellis, © 2010, Energize, Inc.

*Leading the Way's* collection of checklists, worksheets, idea stimulators, and real-life examples provides the how-to tools you need to ensure effective volunteer involvement. Better yet, it is fully integrated with the newest edition of [From the Top Down](#) – each section of *Leading the Way* includes references to the chapters in *From the Top Down* that explain more fully the concepts on which the tools are based, and each chapter of *From the Top Down* references the tools in *Leading the Way* that will help you to implement the ideas.

Here's an excerpt on the important but often-overlooked topic of funding a volunteer program.

Many issues impinge on an organization's ability to raise adequate funds to support volunteer engagement. Anticipate possible roadblocks, and brainstorm how you might overcome these challenges. Lack of resources for volunteer involvement can often be linked to an executive not *truly* committed to allocating or generating funds for this effort. While touted as the "heart of the organization," in practice, volunteers are not a priority to be supported with adequate resources. So, ask yourself:

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## Happy Birthday!



**Sandra Duve 9/3**  
**Erin Beauprez 9/10**  
**Pamela Bauditt-Tims 9/15**  
**Chris Tafoya 9/21**  
**Amy Friedman 9/29**  
**Betty Trueblood-Smith 10/7**  
**Amanda Visosky 10/9**  
**Julia Adams 10/23**  
**Joyce Austin 10/25**  
**Becca Schickling 11/13**  
**Leslie Gann Exner 11/18**  
**Linda Fisher 11/20**  
**Deb Peek 11/29**



### Words Of Wisdom

Decorate yourself from the  
inside out .

~Terri Guillemets



## Welcome New CHDVS Members!

**Name:** Laura F Kinder

**Title:** Director of Volunteer Services\Patient Representatives

**Telephone number & the best time you can be reached?** 303-651-5206 Monday through Friday 8:00AM-4:30 PM

**Healthcare Organization:** Longmont United Hospital

**How many years have you worked at your organization?** Just started June 21st ☺

**Where were you born?** St. Louis MO

**Education:** BS, Microbiology at California Polytechnic State University

**Other work experience:** Nonprofit Leadership\Volunteer Management; Medical Technologist

**Family:** Partner Sunny, daughters Nica and Rosie and 3 dogs

**How long have you been a CHDVS member?** New member

**Hobbies:** Volunteering! Writing, hiking, enjoying time with family and friends, companion animals and being in nature

**Favorite Quote:** To Thy Own Self Be True

**What is your goal in life?** To raise with my partner our daughters who we hope among many things, will grow up to be volunteers, philanthropist and humanitarians; to have a gentle foot print on mother earth; and to serve others.

**What is the best advise you have ever received or would like to give to one of your CHDVS members?** Never, never, never, never, never, never, never, never give up-Winston Churchill



### Challenges in Raising Funds to Support Volunteer Involvement

- ◆ Do we demonstrate how much we value volunteers by covering the costs of their involvement appropriately?
- ◆ Have we attempted to find funding for volunteers or ever submitted a proposal to obtain funds?

Is there *really* no money to pay the costs of involving volunteers or are they simply too low a priority? Do we routinely include a line item to cover volunteer-related expenses in every funding proposal we develop, if volunteers will be involved in delivering the proposed service? The term *volunteer* can cause tremendous problems in fundraising. For many people the word means “free help” and thus compromises requests for resources, both internally and externally.

Currently corporations and other funders and leaders in the field are preferring to use terms such as *pro bono service*, *citizen* or *civic engagement*, *human capital*, and other terms to refer to those donating time to organizations. When requesting funds to support this activity, use the terms most relevant to the funder. Staff resistance to volunteers can derail attempts to secure resources for supporting volunteer involvement. Apart from other causes of such resistance, employees may be concerned that increasing funds to recruit more volunteers might lead to reducing the number of paid staff.

Often, raising money to support successful volunteer engagement is no one’s responsibility. Directors of volunteer involvement do not have this task in their job descriptions, while development staff cannot articulate



## Effective Relationships Between Staff and Volunteers Merrill Associates

[Http://merrillassociates.com/topic/2000/04/effective-relationships](http://merrillassociates.com/topic/2000/04/effective-relationships)

An effective volunteer program requires cooperation between staff and volunteers and a commitment from both parties to encourage and respect the contributions of the other. "A principle learned in customer service discipline has great relevance when translated to the field of volunteer involvement: Staff will tend to treat volunteers in the same way that management treats staff. Supervisory styles tend to flow downhill, and an organization in which leadership fails to empower staff will have great difficulty in encouraging staff to empower volunteers. An organization in which staff feel a lack of respect will also tend to not respect volunteers."

Today's volunteers have many options and opportunities for sharing their time and skills. Volunteers will generally avoid environments that are negative or hostile or simply indifferent. Volunteers are freer than paid staff to make choices to avoid unpleasant situations and most volunteers will choose to "invest their time and energies in organizations where the major effort is devoted to fighting the problems of the world, not fighting each other."

Sometimes a lack of respect for volunteers or a lack of interest in the volunteer program happens because of staff perspectives about the commitments and contributions of volunteers. Staff frequently sees volunteers as "passing through" because of their relatively short time involvement. Or they may be seen as "marginally" committed because of their limited time schedules. Staff may feel disconnected from volunteers who work outside of normal hours or who work outside of the office setting. Staff may feel that volunteers disrupt the normal flow of work with their short assignments and short hours. These feelings are generally not the result of an inherent or intentional dislike of volunteers. They happen because it is difficult to integrate volunteers into the day to day social fabric of the organization.

Paid staff will feel more connected, supporting and trusting of volunteers when they are invited fully to participate in the development and operation of the volunteer program.

1. "When a volunteer program is being developed, staff should be fully involved in discussing the program and determining the rationale of the agency for the involvement of volunteers.
2. Staff should be allowed to discuss their concerns and fears related to the use of volunteers and to help determine what answer there may be to these considerations.
3. Staff should participate fully in all of the key aspects of volunteer program operation: job design, interviewing and selection, training, supervision and recognition.
4. Staff who work with volunteers should receive appropriate orientation and training in the management of volunteers.
5. Staff should participate equally in the success of the volunteer program through feedback about successes and accomplishments

Staff should be rewarded for the assistance that they themselves give to enabling volunteer involvement."

Volunteers are drawn to programs with a true sense of a team effort. They want to feel a part of the team, an equal partner in the work. This occurs most effectively when staff and volunteers understand the connection between their efforts and the mission of the agency.



## Effective Relationships Between Staff and Volunteers-Continued

Nothing fosters teamwork more effectively than a common sense of what we are trying to accomplish together. Volunteers and staff should be encouraged to talk about the mission and the unique contributions each can make to the mission. Staff needs to understand that volunteers are held to performance standards just as staff are held to performance standards. Volunteers and staff are both selected for their abilities to perform the work and meet accepted expectations. Teamwork is fostered when expectations are clear, individuals are accountable, and all members of the team are recognized for their unique contributions.

Sometimes a "we" versus "them" attitude is created inadvertently through distinctions such as nametags, uniforms, badges, or other items that create class-like differences between staff and volunteers. Volunteers may be excluded from staff meetings or staff events because no one thought to invite them, or because they work outside of the "normal" work hours or work location. Creating effective teams depends upon the elimination of boundaries and distinctions between staff and volunteers.

Sharing stories of the contributions of volunteers, both historically and currently, is a powerful tool for building teamwork. Organizations frequently lift up examples of "outstanding" or "extraordinary" volunteers. These are inspiring and motivational but they are not the same as the small, everyday stories, that illustrate the significance of the work being done and help foster feelings of cohesiveness among staff and volunteers. Shared stories help to highlight the unique contributions that individual volunteers bring to the organization as it strives to fulfill its mission.

"Collecting and distributing stories about volunteers is vastly different from collecting and distributing statistics about what volunteers do. . . One good story is worth a thousand statistics. . . A story, for example, which talks about the work of a team involving both staff and volunteers and which demonstrates that all were involved in dealing with the situation, even while making different contributions, can be invaluable."

### References:

McCurley, Steve (1995). *Building understanding and collaboration: creating synergistic relationships between staff and volunteers*. Washington D. C.: The Points of Light Foundations.

Merrill, Mary V. (1995). *Combine inspiring leadership and effective management: The underpinnings of a strategic volunteer program*. Washington D.C.: The Points of Light Foundation.

Points of Light Foundation, (1995). *Changing the Paradigm: Volunteer involvement self assessment kit*. Washington, D.C.: Points of Light Foundation

### **Eat to Beat Stress:**

When all heck breaks loose, reach for a handful of almonds. They're bursting with vitamin E, an antioxidant that bolsters the immune system. Almonds also contain B vitamins, which may help your body hold up during seriously unpleasant events (like getting a year's membership to Match.com as a present). About a quarter cup every day is all you need. Another easy way to get a fix is to switch from traditional PB to almond butter on high-tension days. (We like All Natural Barney Butter Almond Butter, \$7, barneybutter.com.) Sick of almonds? Shell pistachios or crack walnuts. Both will help keep your heart from racing when things heat up. "We experience immediate cardiovascular responses to stress because of the 'fight or flight' response," says Sheila G. West, M.D., associate professor of biobehavioral health at Penn State. When stress strikes, the hormone adrenaline raises blood pressure to boost energy -- so you're prepared to run like hell if you need to. But because we seldom need to fight or flee (dodging your annoying aunt doesn't count), it's better to blunt the strain on your heart. A 2007 Penn State study led by Dr. West found that eating one and a half ounces (about a handful) of pistachios a day lowers blood pressure so your heart doesn't have to work overtime. Walnuts have also been found to lower blood pressure, both at rest and under stress, West says. Add about an ounce to salads, cereal, or oatmeal.

## Challenges in Raising Funds to Support Volunteer Involvement

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the case or rationale for supporting volunteers to potential funders. If volunteer engagement is always described as a *program* of the organization, it can be perceived as being in competition with other programs serving the clients of the organization, thus dropping to the bottom of anyone's to-do list. No one would say that the human resources office runs an "employee program;" both paid staff and volunteers work to *deliver program services*.

Historically, most funders have not looked at how organizations involve citizens in their work, with the possible exception of the make-up and capability of their boards of directors. There is a movement to counter this, but it will take a lot of education to equip funders with the knowledge and tools to see the significance of evaluating organizations on their full engagement of the community. Development staff and volunteer management staff need to work together to develop resources and collaborative, not competitive, outreach strategies. A "silo mentality" creates a false dichotomy—and sometimes duplication of efforts—in approaching prospective money donors and recruiting volunteers, who are *time* donors.

Executives rarely pay attention to the correlation between donors and volunteers. Both types of supporters are significant to the "resource mix," yet both executives and funders know they must pay for fundraising. The same logic should extend to volunteer "friend raising." Ask yourself:

How many volunteers give money as well as time? Are financial donors also invited to give time and skills? Is there a continuum or life cycle of involvement in which people move in and out of both methods of support to the organization?



## Raising Your Body's Natural Defenses!

Nobody plans to get sick. On the contrary, your efforts to avoid it sometimes seem borderline OCD: Don't sneeze into your hands, always cook your chicken to exactly 170 degrees, and hose down every germ-carrying preschooler in sight with soap and water. And yet, no matter how many times you gargle with salt before bedtime or coat yourself in antibacterial hand cleanser, now and again the inevitable rumble in your tummy or tickle in your throat hits. Hard. Suddenly, you're down for the count and up to date on the daytime soaps. What are you doing wrong? Probably nothing. But you can do a few more things right. Certain foods and drinks have natural immune-boosting properties; to tap their benefits, just open up and say, "Ahh."

### Tea Off Against Colds

Not just any tea, though. Chamomile, according to researchers from London's Imperial College, is the one that'll help put your cold in the bag. In a recent study, they found people who drank five cups of the brew a day for 2 weeks had increased blood levels of plant-based compounds called polyphenols, some of which have been associated with increased antibacterial activity. Levels remained high for 2 weeks after subjects stopped drinking the tea, says lead researcher Elaine Holmes, Ph.D. (Bonus: chamomile tea also raised levels of glycine, a mild nerve relaxant and sedative.)

### Knock 'em Dead

There's a killer living in all of us. Known as a macrophage and produced deep in your bone marrow, it's a white blood cell that roams the body, picking fights with bacteria, viruses, or any other intruders. But it only works if you help it. These killer cells are activated by beta-glucans, a component of fiber. The best source? Oats, says David Grotto, R.D., director of nutrition education at the Block Center for Integrative Cancer Care in Evanston, Illinois. So eat your oatmeal. The steel-cut oats, like McCann's Irish Oatmeal, have double the amount found in the rolled, quick-cooking kind.

For more tips go to <http://www.womenshealthmag.com/files/best-tips/sick-day-2.html>

# Professional Education Checklist

If you are hosting a meeting be sure to follow the checklist provided below and on the website:

- ◆ Reserve a room for the Board meeting from 10:00-11:30 AM
- ◆ Reserve a room for the general meeting from 11:30-2:00 PM
- ◆ E-mail directions to your hospital, parking location, and RSVP information to the webmaster three weeks prior to the meeting
- ◆ Plan the lunch menu
- ◆ No gifts
- ◆ Make sure that the AV equipment that the speaker needs is available
- ◆ Let the President know if you need any help



**2010 CHDVS Meeting Hosts**

<b>Date of Next Meeting:</b>	<b>Location:</b>
September	CAHAV Conference-Keystone, CO
October 8th	Professional Development Conference
November 2nd	National Jewish Health
December 10th	Saint Joseph Hospital