

# DIALOGUE WITH THE DIRECTORS



## Summer 2011

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***This newsletter is lighter than usual because many WADVS members are on a well-deserved vacation!***

### Characteristics of the Ideal Volunteer Manager

*Submitted by: Cheryl Anderson,  
Volunteer Services  
Sauk Prairie Memorial Hospital &  
Clinics*

Whether you are about to hire someone for a volunteer manager position or you want to assess your own skills, the following attributes characterize the ideal volunteer manager:

**Extrovert** – likes working with and being around a variety of people.

**Highly organized** – can manage multiple projects in various stages simultaneously.

**Ability to see the big picture** – can create and follow a plan while, at the same time, paying attention to detail.

**Sincere and empathetic** – takes genuine interest in and listens to others.

**High energy level** – enthusiastically approaches work and challenges at hand.  
**Leadership** – ability to attract others and motivate them to work toward common goals.

**Demonstrated management skills** – ability to identify volunteer strengths and preferences and match those with appropriate responsibilities.

Also, the ability to delegate effectively.

**Creativity** – problem solving, visualizing potential and finding innovative ways to accomplish goals.

*From The Volunteer  
Management Report –  
August 2011*

### Welcome New Members!

**Leslie Downs**  
Aurora Medical Center,  
Grafton & Aurora Medical  
Center, Hartford

**LeeAnn Mayer**  
Aurora Sheboygan Memorial  
Medical Center

## Southeast District News

Our region met on Thursday, May 12th at Community Memorial Hospital in Menomonee Falls with Lynn Enneking and Sue Schuelke hosting. Cheri Wolf-Schulman, MS, presented “From Ouch to Ahhh!” on how unintentional communication can derail effective communication and how several simple, non-blaming tactics can be practiced to use in these situations. At this meeting we also gave a “surprise” retirement party for our Membership Chair, Mary Millard, who was retiring from Three Pillars Senior Living Communities the end of June.

On August 11th we will have a luncheon meeting at Lutheran Homes of Oconomowoc with myself as hostess.

*Pam Thomas*  
Southeast Regional Representative

## Northeast District News

This spring we welcomed new members Brooke Techlin at Theda Clark Regional Medical Center, Neenah, and Shelley Spaude at Bay Area Medical Center, Marinette.

Northeast Region members met on May 20 at Appleton Medical Center, hosted by Linda Golding. Discussion included:

- Volunteer appreciation week activities
- Volunteer recruitment and retention-- Most hospitals experiencing no problems getting and keeping enough volunteers
- Student volunteer program--Many hospitals are downsizing their student programs because they have adults to fill those roles year round. Some hospitals are going to year-round student programs designed to support evening and weekend roles.
- Dealing with negative or difficult volunteers--Everyone agreed that a face-to-face meeting was the best way to find out the origin of the negativity

and help diffuse the problem. AMC uses a Second Chance Agreement.

- Volunteers not replacing paid staff-- The volunteer role should not have been a paid position in the past. The volunteer role is to support staff by enhancing and expanding the role of staff.
- Round table--What’s new at each facility

Our next regional meeting is scheduled for September 16 at Aurora Medical Center in Oshkosh, with John Nieman hosting. This meeting includes gift shop representatives who will meet together in another room. We welcome WADVS members from other regions to join us at our meetings.

*Elaine Gast*  
Northeast Regional Representative

## Past President: Yo Notes

Hi to all WADVS members. I was so impressed with this years WADVS conference in St. Point – it was great and we had tons of fun. One of the perks of belonging is the networking, and sharing of ideas.

By having such a great group to share information – I have been enjoying summer by also going to visit some locations. Here’s an idea of some of the places I stopped (I did warn them first).

Mid-June was a visit to the Appleton Medical Center and Linda Golding was gracious to show us their great volunteer office, coffee shop and gift shop.

The same day, I also went to Affinity Health System in Appleton and Renee Trzbiatowski shared information from the same areas. Aspirus has remodeled our gift shop this past year, and Becky Dreas, our new gift shop manager came along – so it was great to see how other shops are doing.

Then the week of July 4<sup>th</sup>, I was on vacation to help babysit the new twin grandsons- so I took some time and made some more visits.

I had the pleasure of meeting with Connie Herrick from Aurora St Luke's Medical Center in Milwaukee, and Katie Pokorny from Froedtert in Milwaukee.

Of course I took pictures, and got some great ideas on annual reports, orientation, etc. - and made some great purchases in these shops. NICE WORK Ladies!

So- I challenge all of you to go "out on the road" to visit other hospitals. It's great to see that all Directors of Volunteers are facing the same challenges and it's a great way to gain more ideas.

Watch your emails, I might just contact more of you to swing by and visit.

There is one quote I want to share from the Energize website...it's a good reminder about the importance of appreciation.

"At the very top of my list is a kind of happening which is ongoing rather than annual-daily informal, unforced appreciate for volunteers, expressed in manifold ways: a smile, a "thank you," a respectful consultation, etc. No single annual event, however elaborate, extensive or exhausting can ever substitute for such regular, routine, unstaged appreciate."

Thanks to all of you for all you do in your volunteer areas!  
Hugs,

*Yo Voigt, Past President of WADVS*

## Utilizing Ask the Director

To send out a question for email responses from the membership:

- **Please send your question to [kathy.galstad@aurora.org](mailto:kathy.galstad@aurora.org).**
- In the subject line, please type WADVS ATD (Ask the Director) and a word related to the topic (wheelchairs, Joint Commission, etc.)
- Your question will be forwarded to WADVS membership.

### To respond to a question:

- In the email program, click on "Reply to All."
- Keep WADVS ATD- (topic) in the subject line.
- Click send and your response will forward to the membership.

### WADVS Ask the Director Questions from April 13, 2011 through July 20, 2011

- Volunteer Brochures
- Dress Code
- Volunteer Benefits
- Employee as Volunteer
- Gift Shop – Patient Focused Items
- Gift Shop Event in Madison
- Gift Shop Fixtures
- Gift Shop Survey
- Hand Massage
- Magazine Supplies
- Massages
- Otis Spunkmeyer Cookie Sale
- Patient Greeting
- Purses4Nurses Vendor Sale
- Scripting for DNA
- Valet Service
- Volunteer vs. Paid Employee

*If you missed the answers to a question, please contact Kathy Galstad at [kathy.galstad@aurora.org](mailto:kathy.galstad@aurora.org)*

## WADVS Board of Directors 2011

### Executive Committee

#### **President**

Renee Trzebiatowski, 920-738-2298

[rtrzebia@affinityhealth.org](mailto:rtrzebia@affinityhealth.org)

Term: 2010 -2011

#### **President Elect**

Tammy Behnke, 262-928-8708

[tammy.behnke@phci.org](mailto:tammy.behnke@phci.org)

Term: 2011

#### **Vice President**

Sherri Waid, 715-393-2605

[sherri.waid@ministryhealth.org](mailto:sherri.waid@ministryhealth.org)

Term: 2011 – 2012

#### **Secretary**

Lori Van Lin, 608-775-3697

[lanvanlin@gundluth.org](mailto:lanvanlin@gundluth.org)

Term: 2011 - 2012

#### **Treasurer**

Kerry Burmeister, 414-270-4809

[kburmeis@columbia-stmarys.org](mailto:kburmeis@columbia-stmarys.org)

Term: Mid 2010 - 2012

#### **Past President / Affiliate Liaison**

Yolanda Voigt, 715-847-2846

[yov@aspirus.org](mailto:yov@aspirus.org)

Term: 2010 - 2011

### Regional Representatives

#### **Northeast**

Elaine Gast, 715-526-7207

[egast@shawanomed.org](mailto:egast@shawanomed.org)

Term: 2010 -

#### **Northwest**

Tammy Koger, 715-236-6255

[koger.tammy@lakeviewmedical.org](mailto:koger.tammy@lakeviewmedical.org)

Term: Mid 2010 -

#### **Southeast**

Pam Thomas, 262-560-6915

[pthomas@lho.org](mailto:pthomas@lho.org)

Term: 2011 -

#### **Southwest**

Position Open

If interested, please contact Shelby Lang

[slang@dshealthcare.com](mailto:slang@dshealthcare.com)

### Committees

#### **Auditing**

Cheryl Anderson, 608-643-7257

[canderson@spmh.org](mailto:canderson@spmh.org)

Term: 2006 -

#### **Bylaws/Policies & Procedures**

Chris Kocken, 920-433-8561

[chris.kocken@stvgb.org](mailto:chris.kocken@stvgb.org)

Term: 2007 -

#### **Communications**

Connie Herrick, 414-649-7025

[connie.herrick@aurora.org](mailto:connie.herrick@aurora.org)

Term: 2008 -

#### **Legislative**

Jean Doty, 715-387-7106

[jean.doty@ministryhealth.org](mailto:jean.doty@ministryhealth.org)

Term: 2010 -

#### **Membership**

Susan Jorgensen, 920-849-7506

[sjorgens@affinityhealth.org](mailto:sjorgens@affinityhealth.org)

Term: Late 2010 -

#### **Nominating**

Yolanda Voigt, 715-847-2846

[yov@aspirus.org](mailto:yov@aspirus.org)

Term: 2010 -2011

#### **Recognition/Reflection**

Vicky Zehms, 715-838-3263

[zehms.vicky@mayo.edu](mailto:zehms.vicky@mayo.edu)

Term: 2006 -

#### **Recruitment/Retention**

Shelby Lang, 608-745-5166

[slang@dshealthcare.com](mailto:slang@dshealthcare.com)

Term: Mid 2007 -

#### **Scholarship**

Patty Fitzpatrick, 715-361-2835

[patty.fitzpatrick@ministryhealth.org](mailto:patty.fitzpatrick@ministryhealth.org)

Term: 2008 -

#### **Strategic Planning**

Amy Brownson, 920-223-0228

[abrownso@affinityhealth.org](mailto:abrownso@affinityhealth.org)

Term: 2010 -