

## *Connie Klunk*

### *Burston Award 2009 Hanover Hospital in York PA DVS for the last 18 years*

Leadership, innovation, inspiration, excellence....these words are the key-stones of the Evelyn Burston award. This year's awardee, **Connie Klunk**, truly exemplifies Ms. Burston's vision, energy, professionalism and leader-ship.

Connie has been at Hanover Hospital in York for 23 years. For the last 18 years, Connie has served as the Director of Volunteer Service. Nominated by Hanover's Vice President of Human Resources, Connie, "consistently demonstrates superb leadership and inspiration to the volunteer function at Hanover Hospital." Mr. Krech highlighted Connie's positive attitude and values while noting her ability to align the volunteer program with the customer service values at the Hospital. He fully appreciates Connie's acceptance of her responsibilities as much more than having, "a job." Connie, "takes pride in her volunteers and in recognizing their contributions and importance to the hospital's mission."



Currently, Connie manages 285 volunteers with specific responsibility for over 50 volunteers who staff the Information Desk. She also serves as the Hospital liaison to the auxiliary. The student volunteer program has garnered so many excellent students that there is always a waiting list of applicants. As an active member of the PSDVS organization, Connie has held a leadership position in the chapter, state, or national organization since 1996.

Connie has been a member of PSDVS and the Central Chapter since 1992 and the AHVRP since 2004. That year, she also received the designation of CAVS which she has renewed regularly. Throughout her career in volunteer ad-ministration, Connie has attended numerous state, regional and national conferences. Along with that professional enhancement, Connie completed the Principals of Volunteer Management course in 2002 and 2004 as well as a two year Pennsylvania State University Managerial Leadership course.

At Hanover Hospital, Connie developed and coordinated all hospital tours, the Career Education program, the Employees Blood Drives and the Student Nursing Support program. In 2007, Connie coordinated the implementation of the Patient E-Greeting program. And the volunteer recognition program has become the affair to attend each year!

As a guest speaker on a local radio show, at the Lion's Club or at the York/Adams County Human Services organization, Connie has been the voice of volunteer administration and the

face volunteer leadership throughout the local region. While doing all this, she has found time to volunteer as an Extraordinary Minister for her church and coordinates the schedule for over 40 ministers. Connie Klunk's professionalism and personal achievements illuminate her commitment to volunteering and volunteer administration. Her genuine humility and concern for the volunteers, staff and patients both at Hanover and throughout the community make Connie the ideal recipient of the 2009 Evelyn Burston Award.