

PSDVS Newsletter

Volume 4, Issue 1

PSDVS Member Website <http://psdvs.memberlodge.org/>



Dear Friends and Colleagues,

This morning I was invited to attend a special high school graduation ceremony. The students all had some type of disability and had participated in a program not only teaching them job skills but also raising their self-esteem. Rather than lowering the bar, this program raised the bar for these kids, gave the “stretch” goals and loads of encouragement. In the end, these kids had not only embraced their disability as something positive but overcame years of people telling them that they couldn’t achieve. To hear them share the story of their accomplishments—to watch them do an outstanding job of public speaking—to see their joy when they ended the graduation program with a “bang” by pulling poppers that showered everyone with streamers and confetti—brought tears to my eyes. It was awesome. So...why am I sharing this story with you? Because this is a story that shows you just never know how a Volunteer Director may touch the lives of others.

Unbeknownst to me, I played a role in helping these students. You see, a few years ago, I partnered with this school to give these students a career exploration opportunity. I was surprised to learn my “little school partnership” was part of a larger program that had far reaching benefits for these kids. The ceremony today reminded me that we as Volunteer Directors make a tangible impact in the community in a myriad of ways. So it is vitally important that we nurture ourselves. PSDVS gives us the opportunity to do just that. Networking, education, certification and professional support opportunities abound. I urge you to take full advantage of the benefits of PSDVS highlighted in this newsletter. Apply for the scholarships; register for certification; go to a conference; attend meetings regularly and become active in the Society. These opportunities are invaluable in your professional life.

One last thought about the graduation program that I would like to pass on to you. During their various presentations, the teens mentioned having “muchness.” Muchness is a word which originated in the 14th century. Shakespeare even used it in a play. It means “being in great quantity.” Volunteer Directors have muchness, too. We have muchness of heart. We share our muchness through our programs and through the support we offer each other. So stay involved with PSDVS and don’t let anyone take your muchness!

Sincerely,

Iris Douglas, MPM
President, PSDVS

“If your actions inspire others to dream more, learn more, do more and become more,
you are a leader.” John Quincy Adams



**PENNSYLVANIA SOCIETY OF DIRECTORS OF
VOLUNTEER SERVICES (PSDVS) ANNUAL CONFERENCE**
Nittany Lion Inn, State College, PA
October 19-21, 2011



Pe EDUCATION: Three National Professional Presenters:

John Sindoni—Sr. VP of HR for Meredian Health (New Jersey). *“The Meredian Way: A Culture of Excellence. Treating Patients Like Valued Guests.”* This is the story of a health care organization ranked by Fortune Magazine in 2010 as one of the 100 Best Companies to Work For and how they made a conscious decision to embrace a new “patient and employee centered” culture of caring. Meredian Health is also one of only two recipients in the country of the John Eisenbert Award.

Mary Cooper—Engaging Outcomes, Inc. (Orlando, FL). *“Leadership Credibility: Getting Willing Followers. Characteristics of Admired Leaders Who People Would Willingly Follow.”* Identify ways to increase one’s leadership effectiveness and credibility with others to inspire and motivate them toward shared aspirations and goals.

AND *“Improving Team Performance Through the Five Functions.”* Organizations need both great leadership and team effectiveness to produce extraordinary results through successful management of team dysfunction.

Clyde Taylor—Taylor Communications (Fairport, NY). *“How to Create a ‘Collaborative Connection Plan’ in 90 Days ... Improving the Link Between Volunteers, Departments and the Community.”* Improve overall performance, satisfaction and effectiveness of volunteers working with department personnel. Create a culture of collaboration and bring about significant, positive change.

Plus Other Valuable Presentations by Professionals: *Risk Management & Health Care Volunteers in the Community; Mindfulness—Being There in That Moment for a Person.*

HOTEL RESERVATIONS

The Nittany Lion Inn

(On the Penn State Campus)
200 West Park Ave.
State College, PA 16803
(800) 233-7505

PSDVS—Reservation #: **PASJ11D**

\$119*—single and double occupancy

\$129*—triple occupancy

\$139*—quad occupancy
*plus tax

Check In: 3:00 p.m. / Check Out:
12:00 p.m.

www.pshs.psu.edu

RESERVATION FORM — Deadline: October 1, 2011

Name _____

Work Title _____

Employer Name _____

Mailing Address _____

Office Phone _____ FAX _____ Cell Phone _____

Email _____

Emergency Contact Name _____

Phone Number _____

Member of PSDVS Yes _____ No _____

Attending PSDVS conference for first time Yes _____ No _____

Cost: \$150 for Members after July 15, 2011

\$140 for Members—By **July 15, 2011**

\$200 for Non-Members

*Fees include Educational Sessions, Breakfast & Lunch / Dinner is Not Included.
Non-Members Who Qualify Will Automatically Become PSDVS Members in 2012.*

Please send registration form and a check made out to PSDVS
(Pennsylvania Society of Directors of Volunteer Services) to:

Susan Espenshade
Manager Volunteer Services
Penn State MS Hershey Medical Center
500 University Drive—MC H057
Hershey, PA 17033

QUESTIONS: Contact Alice Clark, Conference Chair—(814) 234-6170—
aclark@mounnittany.org — Mount Nittany Medical Center, State College, PA 16803

CONFERENCE SCHEDULE

Wednesday, October 19

4:00-8:00 PM Registration/
Meet & Greet

Thursday, October 20

7:00-9:00 AM Registration/Breakfast
9:00 AM-4:30 PM Educational Sessions &
Lunch

Friday, October 21

7:00-9:00 AM Breakfast
9:00 AM—3:00 PM Educational Sessions &
Lunch

CAVS CERTIFICATION

...submitted by Joan Simpson, DVS, CAVS, Board Liaison

The Board of Directors of the Pennsylvania Society for Directors of Volunteer Services (PSDVS) encourages all our members to continue their education and earn CAVS Certification. The CAVS credential demonstrates knowledge and competence in the leadership realm of volunteerism. Earning this premier credential recognizes you (and I borrow this quote), “as being among the elite in a critical field of healthcare”. PSDVS scholarships are available to help members in good standing with associated financial fees. Applications require board review and approval.

CAVS certification is sponsored by the Association for Healthcare Volunteer Resource Professionals (AHVRP) our premier professional membership society. January 2010, AHVRP transferred “management of the CAVS certification process” to the Council for Certification in Volunteer Administration (CCVA), which was formally known as the Association for Volunteer Administration (AVA). Each edition of the certification exam is developed yearly by qualified subject-matter experts and testing professionals. The CAVS exam is composed of 110 multiple-choice questions and candidates are permitted 2 hours to complete. The CAVS Candidate Handbook provides information on how to take the examination plus a wealth of information. The exam is based on six major content areas. Following a successful passing grade, the CAVS credential is awarded for a three year period. CAVS must renew their certification every three years with proof of continuing education credits.

Candidates may apply to take the examination, following appropriate application, at the yearly AHVRP National Convention. One major change, is that candidates are now offered to take the exam via a web-based e-testing service at their own facilities. Specific requirements must be fulfilled regarding proctoring of the exam. You can download material from www.cvaert.org or www.todaysvolunteer.org.

We encourage you to fulfill not only an obligation to your institution or volunteer program, but aim for your personal best and obtain and goal of Certified Administrator of Volunteer Services (CAVS). If I personally help you along your journey, contact me at any time by calling 1-610-447-6318 or e-mailing joan.simpson@crozer.org. Best wishes for a successful future !

Kind regards,
Joan Simpson, DVS, CAVS
Director, Volunteer Services
Crozer-Chester Medical Center

IMPORTANT
THE JOINT COMMISSION
STANDARDS FOR VOLUNTEER ADMINISTRATION

**Human Resource Standards Applicability to Contracted
and Volunteer Personnel**

Revised | May 10, 2011

Do the standards in the human resource chapter apply to contracted and volunteer personnel? If yes, how is compliance with the standards surveyed?

A: The standards in the human resource chapter apply to direct, contract, and volunteer personnel providing patient care and/or services on behalf of an organization, regardless of whether the contracted organization is accredited.

Patient care personnel can include, but are not limited to:

- nursing, therapy, dietary, pharmacy, activities staff, drug and alcohol counselors such as AA counselors, and nursing assistants/aides

Patient services personnel can include but are not limited to:

- homemakers, companions, sitters, chore workers, drivers, home medical equipment delivery and repair technicians, volunteers transporting patients

Non-patient care or service personnel that would not be included are, for example:

- volunteers who deliver the mail or flowers, staff the information desk, gift shop or library services, perform patient errands (e.g. writing and mailing letters or obtaining magazines and toiletries from the gift shop), conduct marketing or fund raising activities,

Contracted Personnel: Organizations must manage contracted services and personnel just as they must manage services and personnel who are provided by direct employees. They can either define in the contract or in policy criteria for performance of the contracted service; or, review and adopt the contract organization's policies and practices.

The human resource standards are applicable to any contracted service which provides any element of care or service which is eligible for survey with the following exception:

Home Care: The human resource standards do not apply to delivery of home medical equipment and pharmaceutical products via a contracted common carrier, i.e., UPS, FEDEX, or similar, US Postal Service, local courier companies, etc., where there is no education and setup involved. The standards do apply when provided by a direct employee.

The contract should specify that the contracted organization will provide only staff who are qualified in relation to their education, training, licensure, and competence as defined by the organization.

Volunteers: When volunteers perform patient care or services the organizations must manage volunteer personnel just as they must manage services and personnel who are provided by direct employees

Contract or volunteer Staff Information: The organization should have verified information, (where relevant) of their:

1. Education and training that is consistent with applicable legal and regulatory requirements and organization policy;
2. Evidence of license, certification, or registration, when applicable; and
3. Evidence that individual's knowledge and experience and competence are appropriate for his or her assigned responsibilities as required by the contracting organization.
4. Orientation to the contracting organization
5. Evaluations of performance
6. Health status as required by job responsibilities, as defined by the organization, and as required by law and regulation.
7. Criminal background check or pre-employment verification of convictions for abuse or neglect, when required by law and regulation
8. References, when applicable

Evidence of verification may include:

- appropriate information for each contracted person maintained by the contracting organization
- copies of appropriate information for each contracted person obtained from the contracted organization/individual
- the results of an audit of appropriate information for contracted individuals conducted by the contractor. The organization determines whether to include a percentage or all contracted individuals in the audit.
- the results of an audit of personnel, health, and education records of contracted individuals conducted by the contracted organization. In this case the organization defines the specific information to be included in the audit and whether the audit is to include a percentage or all contracted individuals.

Note: The audit must include an attestation as to the accuracy of the information. A simple attestation letter indicating that the information is current and on file at the organization site, without the audit is not sufficient.

The actual services provided by any contracted organization or individual must meet the intent of all applicable standards in all chapters in the manual that are surveyed for compliance.

Q: Do the standards apply if the contracted organization is Joint Commission accredited?

- develop mechanisms to assure that the contracted organization is complying with the organizations requirements. Examples of mechanisms are outlined above.

It should be noted that the contracted organization may have received recommendations related to the human resources standards. The organization should ensure that the contracted organizations personnel polices and procedures are in compliance with the standards and the contractual requirements.

The location of personnel information for active and former personnel is at the discretion of the organization.

A CALL TO ACTION...FOR EVERYONE!

Please contact your Congressmen and Senators TODAY!

To protect hospital payments under Medicare and Medicaid

The primary focus in Washington continues to be on the national debt. The raising of the federal debt limit must take place in order to prevent the nation from defaulting on its existing financial obligations, which experts claim would have a catastrophic effect on our economy.

Legislation to increase the debt limit to avoid such an outcome is likely to be a vehicle for significant efforts to reduce the deficit through spending cuts and/or tax increases. Given that Medicare and Medicaid comprise more than 20 percent of all federal spending—and, on average, around 55 percent of hospital revenues—the debate over federal debt limit and deficit reduction has significant implications for the hospital field. Contact your State senator **NOW!**

Robert P. Casey, Jr.

393 Russell Senate Office Building

Washington, DC 20510

202-224-6324

casey.senate.gov/contact/

Patrick J. Toomey

502 Hart Senate Building

Washington, DC 20510

202-224-4254

[Toomey.senate.gov/contact form.cfm](http://Toomey.senate.gov/contact_form.cfm)

PSDVS Member Website <http://psdvs.memberlodge.org/>



PSDVS
PENNSYLVANIA SOCIETY
OF DIRECTORS OF
VOLUNTEER SERVICES
IN HEALTHCARE, INC.

2011 EVELYN BURSTON AWARD INVITATION FOR NOMINATIONS

Submitted by Kathy Michalovicz, DVS, CAVS, Chairperson, Evelyn Burston Award

May 2011

Dear PDSVS Member

Each year PSDVS presents the Evelyn Burston Award to an outstanding member of our society. The award is given to a PSDVS member who exemplifies excellence in volunteer management, creativity, program development, education, professionalism, community and society involvement.

The award is comprised of 6 categories.

Society Involvement – has the candidate contributed to the success of the organization on a local, state and/or national level?

Programs/Projects – has the candidate created innovative programs and services to meet critical needs or enhance patient care services? Are there measurable outcomes?

Institutional Involvement/Impact – is the manager visible in the organization taking on new responsibilities or serving on various hospital committees?

Education – is the candidate current in the volunteer management field, or obtaining on-going education?

Presentations/Publications – has he or she presented any programs about volunteer management to others in the field; or submitted articles for publication?

Community Involvement/Impact – how is the candidate involved in the community on a personal level?

The Burston Committee evaluates each nominated candidate on a scale of 1 – 5 in each cate-

gory, based on any accompanying documentation.

This year the award will be presented at the annual State Conference in State College. It is a prestigious award; one we can all be proud of, for it highlights volunteer managers across the state, and the professionalism each of us has brought to our respective positions. Come to State College, be a part of the state conference. Come to the award luncheon and help us honor one of our peers.

HISTORY OF THE EVELYN BURSTON AWARD

Recognition of one of its peers had long been a topic of discussion for the Executive Board of the State Association of Directors of Volunteer Services (SDVS). During the years immediately following Evelyn Noble Burston's death, her name was associated with these award discussions. Her pioneering accomplishments were respected and emulated by her state associates and her fame extended beyond Pennsylvania's borders. Mrs. Burston's career spanned twenty years, from 1957 through 1977 in the field of volunteer services and public relations. Evelyn developed and organized volunteer service programs at Germantown Hospital (Philadelphia, PA), which was one of the few existing formalized volunteer programs in the nation at that time. Her innovations have been duplicated nationwide. She was one of the first volunteer managers to understand the importance of patients' opinions and their value to overall hospital operations and improvements. She initiated the Patient Visiting Services during her tenure. Mrs. Burston was the first volunteer manager to coin the title, "Candy Striper" for junior volunteers. Along with this, Evelyn developed a male hospital volunteer program. A male volunteer, in the hospital setting, was a relatively new concept however; Mrs. Burston had a clear understanding of the important role of male volunteers.

Mrs. Burston died in 1977 but her accomplishments and name have always been synonymous with excellent hospital volunteer services programs. With that in mind, the 1982 Board of the SDVS decided to recognize one member of the state association each year with an award in Evelyn Burston's honor. This distinguished award is bestowed each year at the annual state conference to a Director of Volunteer Services who best exemplifies Mrs. Burston's vision, energy and professionalism. SDVS members submit the nominations. This year's nomination documentation is attached. Each nomination is carefully evaluated using seven objective judging criteria. The reviewing panel is comprised of the president of each state chapter, the Burston Chairman (PSDVS Vice President) and a past award recipient.

Past Burston Award Recipients

1982-Nancie MacBain	1995-Jane Frain
1983-Olivia Herman	1996-Not Awarded
1984-Nancy Herman	1997-Susan Arnold
1985-Kerry Dibble & Diana Kreiling	1998-Suzanne DeTuerk
1986-Joyce Wise	1999-Sara Atkinson & Vicki Mogan
1987-Not awarded	2000-Anna Olszewski
1988-Ruth Hughes	2001-Ceil Maynard
1989-Carol Getty & Betsy Laylon	2002-Joan Cardellino
1990-Not awarded	2003-Betty Anton
1991-Marjorie Weiss	2004-Diane Gloor
1992-Beth Modery & Nancy Rigney	2005-Bonnie MacGregor
1993-Polly Sutch	2006-Jennifer Kopar
1994-Hazel Kramer	2007-Melissa Heinlein
	2008-Fran Braun
	2009-Connie Klunk
	2010-Iris Dougla

Chapter President's Reports

Eastern Chapter

Eastern Chapter held its first meeting on March, 11, 2011 at Riddle Memorial Hospital. Rather than having a guest speaker we really got to know each other on a personal level, it was fun, and a lot of good conversation. Most of our meeting centered on membership, PSDVS website, and the 2012 conference that Eastern Chapter will be hosting.

This year we applied Central Chapter's process for new members: new members will receive the first year free-state dues will be paid from Eastern Chapter's scholarship fund. We have four new members receiving the free membership and a total of 39 members.

Meeting dates for 2011

Friday, June 3, 2011 - Fox Chase Cancer Center

Guest speaker *Barbara Shaiman*

Live Your Legacy Now: Ten Simple Steps to Find Your Passion
and
Change the World.

Barbara is Founder & President, Champions of Caring and Embrace Your Legacy.

Through her personal and professional experience and work with the Champions of Caring, she has motivated to help others to live their legacies by giving back to **their** communities. She has created programs that have inspired and motivated young people with the skills to create service projects to address local and global issues and create cultures of caring within their own schools and communities.

Friday, June 3, 2011 - Focus group after meeting with *Melissa Heinlein*. Purpose of focus group: To obtain information from volunteer administrators in the healthcare field, and to develop a framework for measuring volunteer program effectiveness.

Friday, September 9, 2011 - Riddle Memorial Hospital

Friday, December 9, 2011- Springfield Hospital, Christmas Event

2011 Slate of Officers:

2011 President - Janet Kalup

2011 Vice President/President Elect - Helen Gordon

2011 Secretary - Dana McKee

2011 Treasurer - BJ Wright

2011 Membership Chair - Janet Kalup

The election of officers for 2012 will be held at the December 9th meeting. It is-

very important for us to challenge ourselves, and have input which is vital to team effectiveness. All members are encouraged to consider becoming a Board member.

Education: Spark the Wave-the nonprofit organization who empowers youth through educational programs to be great volunteers and community leaders-is hosting their week-long camp this July at Villanova University. The dates are July 17-22, 2011. If you are interested in having your teen volunteers learn more, go www.sparkthewave.org

Save the Dates!

2011 Annual Conference: "Defining Your Vision, Daring To Dream". September 14, **2011-Disney Institute** - September 15-18, 2011 Hilton, Located in the Walt Disney World Resort, Orland, Florida.

2011 PSDVS Conference will be held at State College from 10/19-10/21/2011 @ Nit-tany Lion Inn. ***Forget Your Troubles - Come on Get Happy!***

Scholarships are available for the State Conference; please apply if applicable.

IMPORTANT 2012 PSDVS Conference

Location—Ace Conference Center in Plymouth Meeting, Pa.

Proposed dates are October 17-19, 2012.

Chapters can propose speakers for the conference.

Conference Focus: Team Building

IN MEMORIUM—NANCIE MacBAIN

The Eastern Chapter recently lost a long-time member and mentor. Nancie MacBain, the retired Volunteer Administrator at Abington Hospital for many years passed away this Winter. Nancie's leadership and vision built the foundation of an outstanding volunteer program at Abington Hospital. In her memory, a gift of \$50 was sent to Abington Hospital.

Submitted by Janet Kalup, Chapter President

Western Chapter

We have two honorary members and thirty-five members. The Western Chapter had one successful meeting where we had Judy Lieberman, PSDVS, State Website Chair teach us about the new PSDVS website (www.memberlodge.org). Furthermore, members of the Chapter who received a scholarship to either of the 2010 conferences, presented a topic they learned about to the rest of the members.

PSDVS Member Website <http://psdvs.memberlodge.org/>

Our next meeting will be held on May 19th at the Pittsburgh VA Health System. The topic will be No One Dies Alone and connecting hospice to hospitals.

The September 30th meeting will be at Jefferson Memorial Hospital and the topic will be coaching volunteers for performance improvement.

The final Chapter meeting of 2011 will be in December. The date, location and topic are yet to be determined.

Everyone is looking forward to both of the conferences and are encouraging all of our members to attend.

Submitted by Julie Moreschi, President, Western Chapter

PSDVS Member Website <http://psdvs.memberlodge.org/>

Central Chapter

The Central Chapter currently has thirty paid members. We are preparing for the Chapter's July meeting, which will give us an opportunity to discuss topics that are relevant to each of us now by hosting roundtable sessions. These roundtable sessions will allow each of us to learn how other Volunteer Administrators operate their departments and develop or enhance practices that will work for your organization. Volunteer departments are not cookie cut operations...each one is different, dependent upon the geographic region and demographics of your area. What works best for one hospital may need some variation for another.

***More 2011 State Conference Information...
And, this is IMPORTANT!***

State Conference Committee Report: The conference application has been sent to PSDVS members and we are starting to get reservations with the majority expected around July 1 with the change of fiscal year for many health care facilities. All presenters are in place and all conference committee members are getting everything in place according to plan.

Each hospital or team of people in a chapter will be asked to provide an auction item (i.e., gift basket) for the silent auction. Here's some suggestions... Pennsylvania items famous in certain locales--i.e., Hershey chocolate basket, Penn State basket, soft pretzels, shoofly pie, Philly treats.....you get the idea! Put your creative caps on....last year's conference had some pretty cool raffle ideas!

Submitted by Georgina Winfield, President, Central Chapter

2011 PSDVS BOARD MEMBERS

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PSDVS Member Website <http://psdvs.memberlodge.org/>

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BOARD MEMBERS

AND...FINALLY...SOMETHING ALL OF US CAN UNDERSTAND!

This article, sent in by Janet Kalup, President of the Eastern Chapter

Dear Abby: I am a volunteer manager coordinating services between 200 students and tutors in an adult refugee English as a second Language program. We benefit greatly from the skills and perspective of young people, but the job requires volunteers to be self-directed and mature enough to handle the assignment. May I offer some advice to those who wish to volunteer for ANY program for class credit—as an intern or during summer vacation?

Understand that your assignment is a JOB. Someone is counting on you to be reliable and do it well—even though you’re not being paid. If you want to volunteer, call me yourself. Our conversation will be, for all intents and purposes, a job interview. I do not want to talk to your mother unless she is the one looking for the assignment.

Nonprofit organizations offer volunteers work experience and insight into a life that is unfamiliar to you. If you’re not ready to commit to an assignment, ask the manager if you can “shadow” someone who is currently volunteering. It’s a great way to see if the work interests you.

My volunteers are the most dedicated, intrepid, compassionate people I have ever met. They succeed because they’re enthusiastic and sincere in their desire to contribute. They range in age from 17 to 82 but they all have one thing in common: They picked up the phone and spent time doing their research.

Volunteering is an excellent way to make a difference in the world, especially When you understand where you fit into that world.—**VOLUNTEER MANAGER IN DENVER**

Dear Manager: Sometimes well-meaning parents try so hard to run interference for their children that they get in the way, and rather than strengthening their children’s wrongs, they don’t allow them to develop. For parents of teens and young adults who are interested in volunteering and internships, I hope this letter will serve as a wake-up call. Thank you for writing.