

**AHVRP Member Spotlight  
August, 2018**



Renee Langué  
Volunteer Services Manager  
Kootenai Health  
Coeur D'Alene, ID

We asked Renee these questions.

**First of all, welcome to AHVRP! It looks like you are new to volunteer services. Can you let us know what you did previous to coming to Kootenai Health?**

"I have been a small business owner for many years. I've also worked in sales as well as having many years of experience in customer service. I also have experience working with employees at a skilled nursing facility for the business office in payroll. I started at Kootenai Health in Guest Services almost two years ago and then worked briefly in Registration for Kootenai Outpatient Imaging before accepting this position."

**This will be your first AHVRP conference. What made you decide to attend and what is one thing you hope to take away from the conference?**

"This will be my first time coming to the AHVRP conference and I'm excited to network with Volunteer Service Managers and learn from their experiences. The most important thing I can take away from the conference will be the new friendships I hope to make with colleagues who enjoy sharing ideas and experiences."

**Can you share any insights you have gained so far in the volunteer department?**

"I am amazed by our volunteer community, both the teens and the adults. They are willing to give tirelessly and are tremendously dedicated to their positions. I think the key to this position is getting to know each person individually and connecting them with the volunteer opportunity that is most fitting and rewarding for them. Spending time with the volunteers building relationships and appreciating their efforts has been very rewarding for me so far too."