

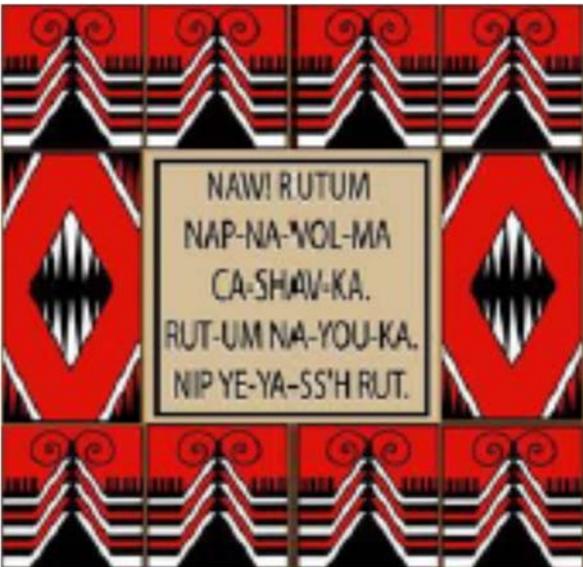
Direct from Yo

I want to thank everyone who attended the 49th Annual AHVRP conference in Phoenix, Arizona, Sept. 23-26. The attendees heard subject matter experts speak to this year's theme of "COMPASSIONATE Care, COMMITMENT to Service."

When we first entered the Sheraton Grand Wild Horse Pass we are greeted by two different welcome signs.

Maricopa Greeting and Pima greetings:

"My Friend, Welcome to my House, I Feel Honored to See You. May the Creator be with You."



I just love to attend our AHVRP conference every year. I feel it's like going back to be with family members. Every conference gives us new skills, friendships and networking experiences.

Throughout the conference, we felt this experience. We heard from dynamic plenary speakers, informative concurrent sessions and networking sessions, plus a fun first time attendee session and poster sessions. This year we had a record 133 first time attendees at our event!

At last year's conference I shared our CALL to DUTY! It is one of our AHVRP strategic goals.

- Healthcare volunteer resource professionals and volunteers are recognized for **the value they contribute** to healthy communities.

This year, our two opening ceremony speakers, Nancy Howell Agge, the AHA Board Chair-Elect Designate, President and CEO at Carilion Clinic in Roanoke, Virginia and Sara Laskey MD, Vice President, Chief Patient Experience Officer at Metro Health in Ohio shared their stories about the importance of volunteering at their facilities and in all hospitals. It was exciting for our members to hear their testimonies about the Value of Volunteering in our hospitals from such dynamic women leaders. I was "popping my buttons" with pride listening to their stories.

Add to this our great room filled with vendors, passbook to prizes and the chance to purchase AHVRP merchandise this year- our time in Phoenix was filled with excitement.

Every year I leave conference with so many new ideas and areas to share with our volunteers. I hope everyone who attended this year's conference found some of these nuggets to success.

I want to share this list with you that sums up so many things we learn from each other and our volunteers.

“All I Really Need to Know I Learned from a Volunteer”

By Patti H. Walker

Be patient

Be Kind

Listen

Share recipes with friends

Ask questions

Provide support

It's okay to be your best customer in the Gift Shop

Respect the past

Look forward to tomorrow

Be welcoming to new ideas

Be accepting of other- because you never know their story

Laugh lots- especially at yourself

Make time for friends

Hug often

Eat dessert

Remember life's lessons

Share your knowledge

Don't be afraid to ask for help

Never underestimate what you have to offer

Volunteer your time, even if you don't think you have time to give.

Say thank you.

Thank you for all you do and for your passion and commitment to volunteerism. You truly show Passion for Excellence and Compassion for people!

We hope you can look forward to 2018 and mark your calendars now. AHVRP will be celebrating its 50th anniversary, September 28 - October 2, 2018, Hyatt Regency O'Hare. Please mark your calendars now to help us celebrate Golden Opportunities: Patients, Community, You!