

## 2014 AHVRP AWARD OF EXCELLENCE

**Congratulations to the 2014 Award of Excellence winners: Joseph Dooley, Jr & Daisy McNeill**



### **Joseph Dooley, Jr., CAVS**

Chief, Voluntary Service  
Edith Nourse Rogers Memorial Veterans Hospital  
Bedford, Mass.

Joe was nominated by Mark Fontaine-Westhart from Edith Nourse Rogers Memorial Veterans Hospital and Ralph Marche, Chief, Voluntary Service at Jamaica Plain, Va. Boston Healthcare System. Having joined the Department of Veterans Affairs in 1979, Joe has clinical experience as a recreation therapist in substance abuse treatment, homeless veterans rehabilitation, geriatrics and extended care and mental health. He was selected as the Chief Voluntary Service officer at Bedford in 1993.

Joe has served the New England Association of Directors of Healthcare Volunteer Services (NEADHVS) in numerous functions including a term as president in 2000.

In 2003, Joe was elected to the ASDVS (now AHVRP) board of directors where he chaired the work group that developed and refined the Certified Administrator of Volunteer Services (CAVS) exam.

Joe also developed the first healthcare volunteerism website in the nation and was instrumental in starting an annual Veterans Benefit Golf Tournament and the annual Vettes to Vet corvette show and fundraiser. He has served as faculty to the Veterans Affairs Voluntary Service Program National Advisory Committee on numerous occasions, chaired the production of a documentary about the 60 year history of volunteers in Veterans Hospitals and most recently served a three year term on the American Hospital Association's Committee on Volunteers as the representative from the Veterans Affairs.

His nomination letter reads, "Joe's greatest contribution to ASDVS/AHVRP has been his work on the development, implementation and evaluation of the CAVS exam. He believes that a national certification exam protects the public by testing Directors of Volunteers skills, abilities and qualifications. The fact that the CAVS exam is now psychometrically sound and legally defensible is a tribute to his leadership efforts to professionalize the field of health care volunteerism. His efforts in bringing the exam on the road to NEADHVS enabled many of the members to become certified without having to travel."

The nomination letter continues, "Joe's ability to sustain a world class voluntary

services organization has been demonstrated repeatedly. His ability to reach out and collaborate with a wide array of veteran patients, veterans groups, families, donors and support organizations have contributed dramatically to improved care and additional resources for patients and their families. Joe Dooley is an inspiration to everyone here at the Bedford VA Medical Center and serves as a role model for staff and future leaders.”



**Daisy McNeill, CAVS**

Metro Director, Volunteer Services  
Integrus Baptist Medical Center  
Oklahoma City, Okla.

Daisy was nominated by Vicki Holcombe, CAVS, Director of Volunteer Services, Baptist Hospitals of Southeast Texas.

Daisy has the responsibility of leading nearly 800 volunteers and overseeing retail operations for six facilities within her system and shows great strength of character in any role in which she serves, always putting people first with her commitment to giving to others. A visionary leader and skilled collaborator in demonstrating great moral judgment in any decision, she is a great mentor in encouraging others and understands the importance of passing the torch to emerging leaders.

In 2007, under Daisy’s leadership the AHVRP Toolkit Committee produced Blueprint for Recognition, a publication for volunteer recognition ideas.

Daisy was elected to the AHVRP Board in 2009 and served as President in 2011. Daisy’s theme for her presidency was “Defining Your Vision Daring to Dream”, and that she did. After a transition in AHVRP staff, Daisy took on additional responsibilities to lead the organization through a period of great change.

Daisy exited the AHVRP board in 2012 only to serve as the 2013 AHVRP Indianapolis conference chair. She is currently serving as the AHVRP representative to the CCVA Board and on the AHVRP Retail Committee. In addition to her extensive service at the national level, Daisy has held numerous leadership roles at the state level with the Oklahoma Society of Directors of Volunteer Services (OSDVS).

At the local level, she is held in high esteem by INTEGRIS Health Leadership and was awarded the “You Make a Difference Award” in 2013, a prestigious award that is presented only periodically to employees who make a significant contribution in the success of the organization.