

# MHVCA Newsletter



Maureen Bodenbach, Pres.

## The President's Corner

Fall is always an exciting time for MHVCA, with the prospect of getting together at the Volunteer Symposium in October, meeting new members, reconnecting with old members, and generally having a chance to access all the support the Symposium provides to us as a Group. I think this past year has seen MHVCA turn a bit of a corner, with the Board really working to structure our website, our regional meetings, and our inner workings as an organization so that members have

easier access to all that MHVCA has to offer. It has been a year of new ideas, with several regions organizing Volunteer Days for 2011, where area hospices pool resources and ideas and provide a day of education and social networking for their volunteers. Keep your ears open for more information as those meetings take form. We also have realized that since 1991, when the first MHVCA Board assembled, our dues have stayed at \$15 and have never gone up. Our members have enjoyed all that MHVCA has to offer for nearly 20 years for the low price of \$15 a year!! In order for MHVCA to be able to help with regional Volunteer Days and to keep up with the rising costs of such events as our Annual Spring Retreat, the Board, with the approval of the general membership at the Annual meeting on October 23<sup>rd</sup> is proposing to increase the membership fee to \$25 per year starting on November 1, 2010. We look forward to having the chance to meet and discuss all the exciting changes on the horizon for 2011. It's been a pleasure to serve on the board this year, and I look forward to seeing all of you at the Symposium.

~Maureen Bodenbach, MSH, MHVCA president, 2010.

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## Date Change!!

National Volunteer Week 2011 will take place

April 10 - 16, 2011

in order to avoid conflicts with religious holidays.

The 28th Annual Michigan Hospice & Palliative Care Organization Volunteer Symposium "Spirit of the Team" October 22-24, 2010 DoubleTree Hotel in Bay City, Michigan.

**2010 MHPCO VOLUNTEER SYMPOSIUM**  
spirit of the team



In a "team" effort MHPCO and the MHPCO Education Committee "scored" a "homerun" with this year's "coaches" who are willing to share their "motivation" and expertise with the "spirited" volunteers and volunteer coordinators.

Register at: <http://www.mihospice.org>



## Region 3 MHVCA Members Plan a Regional Volunteer Gathering

Region 3 volunteer coordinators are hosting an all day event on Saturday, April 30, 2011 for hospice and palliative care volunteers in the West Michigan area. The planning has begun with the goal being to provide a day for our hard working volunteers to gather, relax, enjoy presentations and workshops, and have an opportunity to share their stories with one another.

All volunteers, who's Volunteer Coordinators have current MHVCA memberships, will be invited to attend. The gathering will take place in Grand Rapids and the specific location is being determined. The planners hope to have a keynote speaker, lunch, and break-out sessions on topics that relate to the varied roles of hospice and palliative care volunteers. The fee will be \$10 per volunteer.

"Our hope," says Marcia Good, Region 3 Representative, "is that this event will attract many volunteers. It will be a unique offering in our region for bringing together those who dedicate their time and skills in the hospice arena. Our goal is to provide an opportunity for these volunteers to gather for education, support, relaxing, and sharing with others engaged in the same work."

As the planning progresses, we will announce the name of the event and more specific details. If it is successful, we hope to offer such an event on a regular basis to thank and support the hundreds of hospice volunteers who serve in West Michigan.

Submitted by Marcia Good, Region 3 Representative

## "It's So Hard to Say Goodbye": The Volunteer Exit Interview

No one wants to lose a volunteer for any reason. Often, because of the nature of our work and the way volunteers can sometimes base their experience as it relates to the manager, it can be hard to ask for an exit interview. However, just as there are "introduction" processes volunteers go through, there should be processes for when individuals end or complete their volunteering. After an individual leaves, the agency should know why she or he left, and get some feedback on her or his volunteer experience. One of the simplest ways to do this is an exit interview.

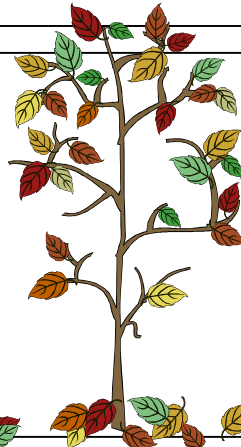
At an exit interview, former volunteers are asked for their feedback on the hospice program and their experiences, and the reason(s) for leaving. An exit interview should be relaxed, and is a good time to recognize someone for their contributions (i.e. a card, gift, or plaque). The purpose of exit interviews is to understand individuals' perceptions and experiences. Only through this input can you best evaluate your programs.

Exit interviews are also important in instances where employees or volunteers have been asked to leave. This gives individuals a chance to air any grievances, and once again, to provide feedback. If

negative evaluations have been given, follow-up is important. An exit interview should contain the following information:

- Volunteer's name and the date
- Total time volunteered (dates and hours)
- Interviewer's name and signature
- Reasons for leaving
- Positive experiences
- Negative experiences and things that can be improved
- Overall satisfaction of experience

Excerpt from "Volunteer Synchronicity". To order this 400+ page manual please call (250) 762 2355 at the Kelowna Women's Resource Centre



**Men do less  
than they ought,  
Unless they do  
all they can.**

- Thomas Carlyle  
1795 - 1888

## About MHVCA

Michigan Hospice Volunteer Coordinator's Association is a professional organization committed to the advancement and development of effective volunteer service administration in hospice programs.

### BOARD MEMBERS

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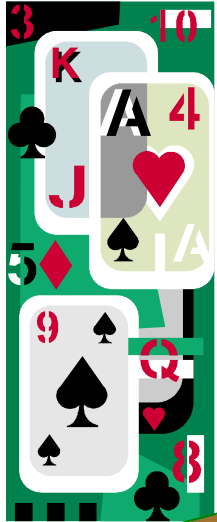
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To become a member or renew your membership, please contact Deb Chesney at [dchesney@hom.org](mailto:dchesney@hom.org)  
Only \$15/year

## Join Us for Game Night at the Symposium!!



Euclre Tournament! Fun! Snacks!  
Variety of other Cards Games!

Last year was a blast but we want to see you there too! Don't really play cards? Me neither but I played a simple game that was loads of fun! If you don't want to watch the movie, or channel surf in your room, then come down watch, play, and win! That's right the raffles continue at game night and you could win a cool gift card. Bring your volunteers down for a fun evening! See you Friday Night!



### Announcements:

[A FREE regional Opportunities Conference](#) is planned for September 23, 2010 in Mio, MI. Please encourage your Northeastern Michigan customers, clients, friends & family members who are in financial need to attend. It will be a very informative and beneficial experience. Register by telephone: 877-552-4138 or online at <http://nemipri.yolasite.com>

[FREE Volunteer Seminar in the Detroit Metro](#) for All Hospice Volunteers in the region! Sponsored by Hospice of Michigan Southeast Region Volunteer Services. Save the Date: Saturday, April 30<sup>th</sup> 2011. For More Info: Contact Crystal Hickerson at [crhicker@hom.org](mailto:crhicker@hom.org)

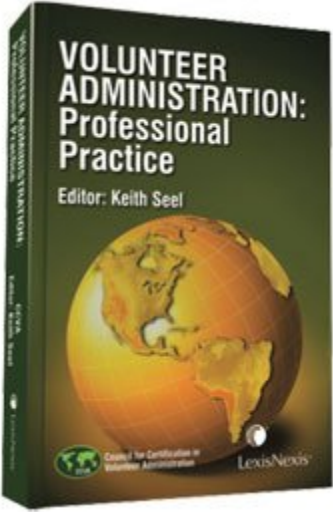
[Job Announcement:](#) PT Volunteer Service Manager position being sought for Hospice of Michigan in Fremont, MI. To Apply for this position and to receive more information please contact Kathleen Pennington at [kpenning@hom.org](mailto:kpenning@hom.org)

[CVA Registration in October!](#) It will be here before you know it. So get ready to register, start aligning study groups, and start reading the materials to prepare! More information: <http://www.cvacert.org>

Have an announcement? Email Me: [crhicker@hom.org](mailto:crhicker@hom.org)



Cost: \$75.00



**New Textbook from CCVA!**

Volunteer Administration: Professional Practice

This long awaited, 18-chapter textbook was created by the Council for Certification in Volunteer Administration (CCVA). It is a comprehensive reference book and guide, providing a solid theoretical framework and professional context for the effective leadership and management of volunteer engagement.

Unlike many other existing publications, this book provides full coverage of volunteer management and administration, ensuring a thorough understanding of the concepts and principles that define managers, leaders and professionals in this field.

Order Here: <http://www.cvacert.org/cva-textbook.htm>

**Online Resources:**

- ▶ [VolunteerMatch.Org](#)  
E-Recruitment Website
- ▶ [1-800volunteer.org](#)  
E-Recruiting Website
- ▶ [VolunteerSolutions.Org](#)  
E-Recruitment Website
- ▶ [Hands On Network](#)  
[www.behandson.org](http://www.behandson.org)  
E-Recruitment Website
- ▶ [ServeNet.org](#)  
E-Recruitment Website
- ▶ [Idea List.org](#)  
E-Recruitment Website
- ▶ [Smart Volunteer.org](#)  
E-Recruitment Website for Professional Volunteers
- ▶ [Energize Inc.org](#)  
Resources for Volunteer Management
- ▶ [Volunteer Resource.org](#)  
Resources for Volunteer Management
- ▶ [E-Volunteerism.com](#)  
Resources for Volunteer Management
- ▶ [Volunteer Today.com](#)  
Resources for Volunteer Management
- ▶ [Points of Light Foundation](#)  
[www.pointsoflight.org](http://www.pointsoflight.org)  
Resources for Volunteer Management

<p><u><b>Submit to this Quarterly Newsletter:</b></u></p> <ul style="list-style-type: none"> <li>➤ Do you have an article to share?</li> <li>➤ Job Announcement?</li> <li>➤ Photos of Event?</li> <li>➤ Inspirational Story of a Volunteer?</li> <li>➤ Tips for your colleagues?</li> </ul>	<p><b>Submission Guidelines:</b></p> <ul style="list-style-type: none"> <li>➤ All submissions must be complete and include full contact information.</li> <li>➤ Photos should be digital and attached to submission</li> <li>➤ Submit to Crystal Hickerson at <a href="mailto:crhicker@hom.org">crhicker@hom.org</a></li> </ul>
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**Editor's Notes . . .**

MHVCA Newsletter is published quarterly. Brief appropriate articles are welcomed and will be considered space permitting. Please e-mail articles and or comments to the editor at [crhicker@hom.org](mailto:crhicker@hom.org)

**EDITOR**  
Crystal Hickerson

Find additional MHVCA online resources under community groups at [www.mihospice.org](http://www.mihospice.org)