

Speakers. . .

Amy Vedova-Phillips is the Activity Director at Menorah Park. She has been an Activity Director for ten years, working in adult day and long term care.

Amy has her BA in Corporate Communications from Marietta College, Marietta, Ohio.

She believes strongly in the advocacy of seniors, and takes her role of creating meaningful programming seriously, but has a great time doing it.

Vicki Snyder is the Director of Volunteer Services at Menorah Park. She oversees 200 volunteers and is responsible for Pearl's Place snack shop, Market in the Park gift shop, Pierre's Ice Cream parlor and Arnold's beauty shop. Vicki is also the Executive Secretary of the Women's & Men's Association of Menorah Park. Vicki is committed to maintaining a strong volunteer force at Menorah Park to help ensure the quality of life for 352 nursing home residents and staff.

Menorah Park Center for Senior Living
Bet Moshav Zekenim Hadati
27100 Cedar Road - Beachwood, OH 44122
Questions? Phone (216) 360-8216 or Fax 216-378-4007

Non-Profit
Organization
U.S. Postage
PAID
Permit No. 2206
Cleveland, Ohio

Volunteers: Love Them Or Lose Them

April 20, 2012
8:45 am – 1:15 pm

4.0 CEUs
Approved for
Administrators, Nurses
(BENHA), Social Workers,
Activity Professionals

Sponsored by
The Institute for
Healthcare Education

VOLUNTEERS: LOVE THEM OR LOSE THEM

Purpose

Participants will learn how to maximize the value of each volunteer, thereby recruiting and retaining a strong pool of helpful individuals. Specifically, the session will address opportunities to capture the valuable segments of the population including Baby Boomers. Effectively managing volunteers ensures positive, lasting relationships that can be vital to your organization.

Learning Objectives

- Attendees will be able to identify who their volunteers are, where they come from and reasons why they volunteer.
- Attendees will be able to learn about innovative programs specifically designed to attract Baby Boomers and recruit, retain and recognize all volunteers.
- Attendees will learn how to effectively manage a group of volunteers and bolster partnerships between staff and volunteers.
- Attendees will learn to utilize volunteers to enhance activity programming.

Agenda

8:30 – 8:45 - Registration

8:45 – 10:15

- **Identifying who your volunteers are, where they come from and reasons why they volunteer.**
- **Attracting Baby Boomers and Professionals to your organization.**
- **Information on engaging volunteers.**
- **Tips & tricks for recruiting and retaining volunteers.**

10:15 – 10:30 - Break

10:30 – 11:30

- **Ways of recognizing volunteers and what to do if recognition isn't enough.**
- **The 12 R's of successful volunteer management.**
- **Provide and review a sample volunteer packet.**

11:30 – 1:00

- **Discuss activity teaching techniques for volunteers.**
- **Sample of activities that volunteers can participate in**
- **One-to-one activities volunteers can implement**
- **Group activities that volunteers can perform**

1:00 – 1:15

Questions/Answers/Evaluations

**Volunteers: Love Them or Lose Them
April 20, 2012**

Name: _____

Organization: _____

Address: _____

City: _____ Zip: _____

Telephone: _____

Fax: _____

Email: _____

Program Fee: \$95.00

Please mail registration form with accompanying payment to:
The Institute for Healthcare Education at Menorah Park
27100 Cedar Road - Beachwood, OH 44122
Phone 216-360-8216/Fax: 216-378-4007
aschancel@menorahpark.org

To Pay via PayPal, or for a list of upcoming courses, please visit our website at www.menorahpark.org & click EDUCATION

Method of Payment:
() Check () Visa () Master Card

Card # _____

Expiration Date _____

Card Holder's Name _____

NOTE: Registration deadline is 3 business days prior to the program. Payment must be made in full prior to attending course. There will be a \$25 processing fee for all cancellations. No refunds will be given after registration deadline. Substitution of participants is permitted. Also, please note that The Institute for Healthcare Education is located within Menorah Park Center for Senior Living. Menorah Park is a kosher, Jewish facility. Your cooperation is requested in the observance of dietary laws, which require that no food or beverage be brought into the building.