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The Association for Home & Hospice Care of North Carolina presents:

The Volunteer Managers' & Coordinators' Intensive

Join us for a day of learning, networking, and sharing ideas!

Creating a Culturally Diverse Volunteer Program: Recruiting Strategies for Hispanic Volunteers

Eniris R. Riddick, BA, MPA, Volunteer Services Manager | Trellis Supportive Care

Our diverse population is increasing rapidly and as organizations we have to adapt and find ways to serve our community. Diversity could be a challenge sometimes when understanding other cultures and how to reach out to them. This session is intended to give you an introduction to the Hispanic/Latin culture and how to be culturally sensitive when interacting with other cultures.

Identifying & Dealing with Anticipatory Grief

William Holloman, Bereavement Manager | Duke HomeCare & Hospice

This session will focus on the meaning of anticipatory grief, the risk factors associated with anticipatory grief, the different ways anticipatory grief may manifest as well as strategies to assist you in helping your volunteers be able to recognize this type of grief, as well as strategies to employ when encountering this situation.

Are Your Personnel Records Survey Ready?

Cindy Morgan, MSN, RN, BSN, CHPN, CHC, LNC, Vice President for Hospice, Palliative Care & Clinical Innovations | AHHC of NC

Do you dread the thoughts of the surveyors showing up and asking for your personnel files? Compliance with the COPs and NC Licensure is a major component of the tasks Volunteer Managers/Coordinators are responsible for. This session will focus on what should be in your files and give suggestions on how to organize them for survey readiness.

Effective Communication is Key to Success with Volunteers

Marketta Williams, BS, MS, CAVNC, Coordinator, Volunteer Services | UNC Hospice

Communication is the single most important skill we possess to make our Volunteer programs successful. This session will cover the basic strategies needed to ensure your communication is clear, polite, courteous and genuine when working with your volunteers.

PROGRAM DETAILS

DATE: January 18, 2019 • The program begins at 9:00am and concludes by 4:00pm.

LOCATION: Axxess Home Care & Hospice Conference Center
AHHC of NC 3101 Industrial Dr. Ste 204 | Raleigh, NC, 27609

FEE \$ 75 for members • \$175 for non-members
Lunch and Breaks Provided • NCAVA Contact Hours
Register Online at www.ahhcnc.org/events



AHHCofNC

The Association for Home & Hospice Care of North Carolina
The Volunteer Managers'/Coordinators' Intensive
January 18, 2019

Registration begins at 8:30am, the workshop will begin promptly at 9:00am and conclude by 4:00pm. Please register each attendee on a separate form - you may duplicate this form as many times as you need. Cancellation and Substitution Policy: Fees will be refunded, or invoices will be adjusted, only if written notice of cancellation is received by AHHC two weeks prior to the event. In the event of cancellation, AHHC will retain, or charge, \$30 of the initial registration fee, per registrant, to cover administrative overhead. Once written cancellation is received, an AHHC staff member will review for approval. If your cancellation is approved, we will email back a signed and dated copy of the cancellation that your agency should retain on file in case of questions. Substitutions may be made up to the day of the event. Lunch will be provided. Please contact Richard Fowlkes if you have a Special Diet Request or other needs at 919-848-3450.

Registration	
AHHC Members	\$ 75
Non-Members	\$175

For Nearby Hotel Accommodations, please visit www.ahhcnc.org/education.

Payment Information

Amount Enclosed	
Attendee Name	
Agency Name	
Agency Address	
City State Zip	Phone
Attendee Email	Alternate Email

If paying by check, please make payable to AHHC

Credit Card Number	Exp. Date
Name (as it appears on card)	
Address of cardholder	
Email Address for CC receipt	
Signature (required)	

Registration must be received in writing and will not be accepted without payment. Three easy ways to register:

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| 1. | Online Registration - please visit www.ahhcnc.org/events |
| 2. | Mail registration form with total registration fees (check or credit card) to:
AHHC, 3101 Industrial Dr., Ste. 204, Raleigh, NC 27609 |
| 3. | Fax form with total registration fees (credit card) and signature to 919.848.2355 |

Contact Richard Fowlkes with questions: 919.848.3450 or richard@ahhcnc.org.