


Minnesota Association of Healthcare Volunteers
2019 Annual Conference
(September 15-17)



*We all have one inside, just
waiting to be discovered!*

***What's Your
Super Power?***

**Conference Venue:
Arrowwood Lodge at Brainerd Lakes - Baxter, MN**

What's Your Super-Power?

Did you know you have a super power? At the Minnesota Association of Healthcare Volunteers annual conference, we will help you unleash and embrace that super power!

The conference committee would like to extend their personal invitation to this year's annual conference. It will be held September 15-17 at the Arrowwood Lodge in Baxter, MN. We have put together a fun and educational conference, where you will network with peers and hear from top-notch speakers who will inspire you to unleash and use your super power.

In the registration materials, you will find details about the schedule of events, speakers, registration, and accommodations. On page 7, you will find the registration form (due by 9-1-19) where you will be able to select the days and breakout sessions you wish to attend.

Conference events and activities to look forward to:

Sunday, September 15: Conference Kick-Off

You don't want to miss the Kick-Off session hosted by Administrators of Healthcare Volunteers (AHV) and the Minnesota Health Care Gift Shop Association (MHCGSA).

This event offers a plethora of fun activities including peer group networking, sneak preview/shopping at our vendor expo, food stations, and cash bar.

Monday and Tuesday, September 16-17: Speakers, Vendors, Networking, Fundraisers

- **Speakers and Breakout Sessions (found on pages 5-6)**
- **Fundraisers:**
 - **Basket Raffle:** Show off your creativity and donate a basket for our annual basket raffle. You can donate as an organization, individually, or both. Purchase tickets to win a basket.
 - **Other Fundraisers:** Watch for more information on other fun activities.
- **Tai Chi "Meditation in Motion":**
 - Give your body and mind a break from the conference with a taste of Tai Chi. Discover your Chi and learn a few of the basic moves (gentle physical exercise & stretching with mindfulness) in this centuries-old art, which will cultivate the life energy within you.
- **Vendor Exhibition:**
 - Bring your wish lists for your gift shops and your holiday shopping. Vendors will highlight their trendy and favorite products sold in healthcare gift shops. They will also have items to sell at the conference.
- **Awards Banquet:** Monday night (September 16) we will be honoring the following:
 - Volunteer of the Year
 - Outstanding Volunteer Resource Professional
 - Outstanding Senior Leadership Award.

Nomination forms can be found at www.mahv.org.

Registration materials can also be found on the Minnesota Association of Healthcare Volunteers website (www.mahv.org).

Complete the registration form found on page 7 (one form per attendee) and send registration form and payment to:

Jody Bjerke
826 S. Bordson Street
Appleton, MN, 56208

Please Note:

- Registrations must be postmarked by 9/1/2019.
- Checks written out to: Minnesota Association of Healthcare Volunteers.
- All paid registrations will be confirmed via email.

Cancellation Policy:

- For a refund (less a \$100 processing fee): A **written** cancellation must be postmarked no later than September 1, 2019. After that date, no refunds will be issued.
- Please send a substitute if you cannot attend. Send/Email changes to Jody Bjerke (jbjerke60@gmail.com).
- There are no exceptions to this policy.

Overnight accommodations: (*Arrowwood Lodge at Brainerd Lakes, Baxter - MN*)

- Hotel rooms are not included in conference registration.
- Room Rates & Occupancy:
 - \$94 plus tax (\$104.22) rate is for up to double occupancy.
 - \$10 charge per additional guest.
- **To reserve your room(s):**
 - Contact Arrowwood Lodge at Brainerd Lakes - Baxter at 218-822-5634
 - Reference the Minnesota Association of Healthcare Volunteers Room Block (discounted rate).
 - **NOTE: Rooms must be booked by 8-16-19 to receive the discounted rate.**

Waterpark at Arrowwood Lodge:

- Open Sunday, September 15 from 9AM-8PM. Cost \$8.00/person
- Limited features open Monday/Tuesday (September 16, 17) including: Hot tub, lazy river and other play areas, but slides are not open.

For more information about Arrowwood Lodge at Brainerd Lakes - Baxter go to:

www.arrowwoodbrainerdlodge.com

Please contact Kelly Owens (kowens@olmmed.org or 507.292.7210) with any questions.

Sunday, September 15

3:00 PM - 5:00 PM

Hotel (check-in), Conference Registration

5:00 PM - 8:00 PM

Kickoff Session

- Peer Group Networking Sessions, Vendor Expo, Food Stations & Cash Bar

Monday, September 16

7:00 AM - 8:00 AM

Breakfast

8:30 AM - 9:30 AM

Keynote:

- Pockets of Joy, Finding Your Super Power (*Roxane Battle*)

9:30 AM - 10:30 AM

Vendor Expo, Break

10:30 AM - 12:15 PM

Plenary:

- Handling Difficult People: Dealing with People You Can't Stand (*Kit Welchlin*)

12:15 PM - 1:15 PM

Lunch, Vendor Expo, Basket Raffle

1:30 PM - 2:00 PM

Annual Meeting

2:00 PM - 2:15 PM

Break

2:15 PM - 3:45 PM

Breakout Sessions

1. Nourish Your Body – Nourish Your Life (*Amy Quarberg*)
2. Paradigm of Happiness (*Perry Rollings*)
3. Memory Games for a Super Brain (*Jay Haapala*)

3:45 PM - 5:00 PM

Tai Chi, Basket Raffle, Ready for Dinner, Leadership Get Together

5:00 PM - 6:30 PM

Dinner and Awards

- 5:00-5:30 Social
- 5:30 Dinner
- Awards, Door Prizes, and More Fun!

Tuesday, September 17

7:00 AM - 9:00 AM

Breakfast/Networking/Checkout

- 7:00-8:00 Breakfast Served

9:00 AM - 10:30 AM

Breakout Sessions

1. Gift Shop Successes, Celebrate Big and Small! (*Deb Anderson, Janene Riedeman*)
2. Super Hero: Fact or Fiction (*Sue DeGolier*)
3. Courageous Followers and Leaders: Creating Mission Centric Partnerships (*Joy DesMarais-Lanz*)

10:30 AM - 10:45 AM

Break

10:45 AM - 11:45 PM

Closing Speaker

- The Big "40": Finally Breathing On My Own (*Peter Borchers*)

11:45 AM - 12:00 PM

Closing Remarks

Keynote Session I 8:30 AM – 9:30 AM (all attendees)



Pockets of Joy – Finding Your Super Power

Presenter: Roxane Battle

She’s been labeled an optimist. But that wasn’t always the case. In this opening keynote, award-winning author and local television personality Roxane Battle shares how she developed her super power of finding joy, especially during the difficult times in life. Here’s a secret; it’s an inside job. Through her masterful storytelling, humor and insight, Roxane’s presentation will leave you with tangible take-aways on how you too can tap into the super power called joy. No cape required.

Plenary Session I 10:30 AM – 12:15 PM (all attendees)



Handling Difficult People - Dealing with People You Can’t Stand

Presenter: Kit Welchlin

It is estimated that 20 percent of our population can be classified as difficult people. No matter where you go, there will be at least one to deal with. Learn to identify types of difficult people and strategies for controlling your emotions and responding appropriately.

Breakout Sessions I 2:15 PM – 3:45 PM (choose one)



Nourish Your Body, Nourish your Life

Presenter: Amy Quarberg

“You are what you eat”. If that were true, what does your diet say about you, me, or our culture? With the rising rates of chronic illness like diabetes, obesity, high cholesterol, and high blood pressure, not to mention emotional disorders such as depression and anxiety, something is seriously wrong with the food we are eating. In this session, you will be motivated to take back your power over unhealthy food and come away with some practical tips to change your lifestyle habits and improve your life.



Paradigm of Happiness

Presenter: Perry Rollings

You may have noticed that happiness isn’t nearly the “natural resource” it has been or should be. In this session, we will explore the state of our general happiness, how we’ve come to this point, what Quantum Physics has to do with it, how everything is energy, and give you the tools to create happiness in your life.



Memory Games for a Super Brain

Presenter: Jay Haapala

The risk of memory loss and serious cognitive decline advance with age. However, there are steps we can take to stay mentally sharp and it takes a holistic approach with exercise, learning, stress management, diet, and social connections. During this workshop we will discuss the five pillars of brain health and play some challenging brain teasers to get our neurons firing. We’ll also consider how brain health and decline may affect volunteers and volunteer programs.

Breakout Sessions | 8:30 AM – 9:30 AM (choose 1)



Gift Shop Successes: Celebrate Big and Small

Audience: *Gift Shop*

Presenters: Deb Anderson (St. Joseph’s Medical Center), Janene Riedemann (St. Cloud Hospital)

Join the leaders of the MN Health Care Gift Shop Association for a facilitated discussion and networking session. The workshop will highlight best practices for gift shops of all sizes. We’ll discuss best sellers, display ideas, marketing tactics, and take the Gift Shop challenge quiz! Presenters Deb Anderson and Janene Riedeman will not only share what they’ve learned, but will engage the audience in the session in a fun and entertaining learning style. Bring one (or more) of your shop’s best-selling items to showcase, including contact info for the vendor you purchase from.



Courageous Followers and Leaders: Creating Mission Centric Partnerships

Audience: *Volunteers*

Presenter: Joy DesMarais-Lanz

Leadership is often defined as a relationship of influence between leaders and followers. Though it is clear how leaders influence followers, it is not always clear how this works in the other direction. We will explore the five dimensions of courageous followership and how this can positively impact our organizations and our own professional and personal lives.



Superheroes: Fact or Fiction

Audience: *Volunteer Coordinators*

Presenter: Sue DeGolier

Just take a trip to the store and you will likely find superheroes everywhere you look. Batman, Superman, Power Rangers . . . and more. In this session we will consider traits of successful heroic leaders, identify hazards for superheroes, how to take care of the superhero, and identify the source of your super powers.



Closing Session | 10:45 AM – 11:45 AM (all attendees)



The Big “40” – Finally Breathing on My Own

Presenter: Peter Borchers (Humorist & Entertainer)

Comedian Pete Borchers brings the laughs with his hilarious takes on marriage, raising kids, homeownership, and much more. He recently turned the Big 4-0 and is already experience some of the medical joys of getting older that he can’t wait to share with you. Don’t miss it!

Annual Conference, September 15-17, 2019

Complete one form for each person attending the conference and send form and payment to:
Jody Bjerke 826 S. Bordson Street, Appleton, MN, 56208 (registrations must be postmarked by 9/1/2019)

PLEASE PRINT LEGIBLY:

Full Name (for badge): _____

Facility Name: _____

Address: _____ City: _____ Zip: _____

Phone: _____ Email: _____

Check here if you do not want your contact information listed in the conference brochure.

Full Conference Registration (includes dinner on Sunday; breakfast, lunch, snacks, and dinner on Monday; breakfast on Tuesday):

- \$250 Early Bird postmarked by 8/1/2019
- \$275 Post marked after 8/1/2019
- \$300 Post marked after 9/1/2019
- 4th Person = FREE

Register 3 People,
Get 4th Person FREE!



Single Day Registration (includes the meals for that day):

- \$150 Sunday
- \$150 Monday
- \$150 Tuesday

\$_____ **Total Amount Due**

- Cash, check (written to MN Association of Healthcare Volunteers), & credit cards accepted.
- Credit Card: If you are not comfortable sending credit card information in the mail for registration, call Jody Bjerke (320.295.2462) with your card number and information below.

PLEASE PRINT LEGIBLY:

Name on Credit Card: _____ Type of card: _____

Card Number: _____ 3 Digit CVV Code (on back): _____

Expiration Date: _____ Zip Code of Card: _____

Breakout Session Choices: Choose 1 breakout session for each timeslot (descriptions pages 5-6).

Monday, September 16: 2:15 – 3:45 PM (page 5)

- Nourish Your Body, Nourish Your Life (Amy Quarberg)
- Paradigm of Happiness (Perry Rollings)
- Memory Games for a Super Brain (Jay Haapala)

Tuesday, September 17: 9:00 – 10:30 AM (page 6)

- Gift Shop Successes: Celebrating Big & Small (Deb Anderson, Janene Riedeman)
- Courageous Followers and Leaders: Creating Mission Centered Partnerships (Joy DesMarais-Lanz)
- Superheroes: Fact of Fiction (Sue DeGolier)