



# 2021 Fall Conference

Bay Pointe Inn, Shelbyville, MI

Monday October 25—Wednesday October 27



MHVRP: Promoting the professional development of membership and advancing the quality of volunteer services management in healthcare institutions.

## Monday, October 25

12:30-1:00 pm Conference Registration & Welcome Woods Lobby

1:00 - 2:30 pm Sharing of Ideas /Roundtable Discussion Laurel Ballroom

2:30-2:45pm break

2:45-4:30pm Rob Toonkel Laurel Ballroom

Part I: The Boys (and Girls) are Back in Town!

4:30 pm Hotel check-in

6:00-7:30 pm Wine and Cheese Social \*

7:30 pm Dinner on your own (together)

## Tuesday, October 26

7:30 –8:30 am Breakfast\* Laurel Ballroom

8:30 am Introductions and Instructions for the day Laurel Ballroom

9:00 - 11:00 am Rob Toonkel Part II: We're Not Going to Take It

11:00 am MHVRP Member Meeting Laurel Ballroom

12:00 pm Lunch

12:00 pm Vendor Exhibits open until 5:00 pm Sycamore Ballroom

1:30-3:30 pm Rob Toonkel : Part III: Welcome to the Jungle Laurel Ballroom

3:30-3:45 pm Break

3:45-4:45pm Rob Toonkel: Part IV: Back in the Saddle Laurel Ballroom

6:00-8:00 pm Installation Dinner\* Laurel Ballroom

## Wednesday, October 27

8:00-9:00 am Breakfast\* Laurel Ballroom

8:30 am Stacy Dowdy with MHA Updates

9:00 –10:00 am Rob Toonkel: Part V: Is This Love Laurel Ballroom

10:00– 10:15 am Break

10:15 - 11:30 am Laurel Ballroom

11:30 - 12:00 pm Raffle and Wrap up

\*Included in conference fees

## Speaker Bio

### Featuring Speaker: **Rob Toonkel**

Manager of Volunteer Services  
Arnot Ogden Medical Center in  
Elmira, New York.



Rob Toonkel is the Manager of Volunteer Services at Arnot Ogden Medical Center in Elmira, New York. Rob has 18 years' experience in healthcare, including 11 as a leader of Volunteer Services. The only quadruple certified healthcare volunteer leader in the United States, Rob's passion for the profession has led to speaking experiences at 18 conferences in 12 states.

Rob has prepared a five part series of talks that will take us from sharing where we have been, what we have been through and what tactics we are using to climb up to looking towards tomorrow and the steps we need to take to stay ahead of the chopping block for our industry and ourselves. We will be talking about new concepts and questions for interviewing new volunteers—leaving with a new roster of possibilities. Annual education, zoom meetings and staying engaged are the next topics along with the best take away ideas that can easily be replicated . Exploring seven initiatives that meet these criteria, concepts you can simply implement and enjoy the rewards.

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