

## Calendar of Events

info@hpcanys.org

January 24, 2019

### **World-Class Service Excellence: 90 Ideas in 90 Minutes!**

#### **Webinar**

3:00 pm - 4:30 pm ET

*Learn tips, tactics, and techniques that create positive patient, client, and staff experiences in this fast-paced session. Creating these positive experiences begins within the organization's culture. You will learn practical ways to change your agency's culture by implementing Kaiser Permanente's The Four Habits Model –Invest in the Beginning, Elicit the Patient's Perspective, Demonstrate Empathy, Invest in the End. This webinar will review successful programs and initiatives – both big and small – using this proven model to help your organization achieve world-class service excellence!*

*Continuing Education: Attendance verification for CE credits upon request*

January 27, 2019

### **A Pilgrim's Way through Grief - Book Release, Film Premiere, Candle Lighting and Reception**

#### **Arts Letters & Numbers**

**1548 Burden Lake Road**

**Averill Park, NY 12018**

4:00 PM

Carla Braveman, (518) 441-3535

info@hpcanys.org

*Please join us for an interactive, one-hour program:*

*Readings from A Pilgrim's Way through Grief  
Premiere showing of Spirit Calling  
Sharing circle  
Candle Lighting / Ceremony of Remembrance*

*Wine and cheese reception to follow.*

*Copies of A Pilgrim's Way through Grief and A Night on Buddy's Bench will be available for purchase. All proceeds from book sales will be donated to the Hospice & Palliative Care Association of New York State.*

*Ira and Nadine will also match all of the evening's sales as a donation to Arts, Letters & Numbers.*

January 31, 2019

**New Volunteer Manager Series: Common Challenges & FAQs for New Hospice Volunteer Manager Webinar**

3:00 pm - 4:30 pm ET

*Conversations with new volunteer managers reveal many similar questions and challenges. The first webinar of this series will address common challenges facing hospice volunteerism nationally and the top 10 frequently asked questions, such as:*

*What policies and procedures do I need?*

*What should be contained in a volunteer's file?*

*Can I use professional volunteers?*

*How long should volunteer training be?*

*What counts (and does not count) towards the 5% and why?*

*Attend this webinar to learn the answers to these questions and more!*

*Continuing Education: Attendance verification for CE credits upon request*

February 7, 2019

**Conducting Mock Surveys to Assess Survey Readiness Webinar**

3:00 pm - 4:30 pm ET

*Further details will be available 45 days prior to the webinar date.*

*PLEASE NOTE: Webinar content is subject to copyright and intended for your individual organization's use only.*

February 14, 2019

**New Volunteer Manager Series: Establishing Priorities When Volunteer Managers Wear Multiple Hats Webinar**

3:00 pm - 4:30 pm ET

*Further details will be available 45 days prior to the webinar date.*

*Don't Miss the Other New Volunteer Manager Series Webinars!*

*Sign up for the 3-part series!*

*Learn more about the New Volunteer Manager Series*

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December 11, 2020

**Nunc a Mattis Erat Non Luctus Urna**

*Vestibulum venenatis odio et diam scelerisque rutrum. Sed vulputate scelerisque turpis et varius.*