

# MAHA 61st ANNUAL FALL CONFERENCE



## "Hats Off to Volunteers"

Plan to attend the **61st Annual MAHA Fall Conference**, October 20-22, 2009 at the Soaring Eagle Conference Center in Mount Pleasant. The theme for the event will be **"Hat Off to Volunteers"** so come sporting your hat collection. Andrew Carnegie said, "Cock your hat — angles are attitudes." Or, as Frank Sinatra said, "People are like hats—they come in all sizes."

Although hotel check in is not until 4:00 p.m., come early to register for the conference and check out the book sale. Don't forget to bring non-perishable food for the Harvest Gathering. We will also have a raffle again this year, with the proceeds donated to **Harvest Gathering**.

The vendors will be there from 12:00 to 5:00 p.m. This is a time to look for some new vendors for your hospital fund raisers and gift shops. The drawing for vendor gifts will be at 4:30 p.m. and you must be present to win. After dinner on Tuesday, we are happy to have **Judge Sara Smolenski** as our opening speaker.

Wednesday we will start the day with breakfast followed by our political update from MHA. This will be followed by **Dawneen Blakeslee**, a respected leader in the field of interpersonal relationships. Next there will be 3 sessions of workshops, including a three hour Gift Shop session by **Margie Johnson** on **"Customer Centered Strategies and Solutions for Gift Shops"**. The other three workshops will be repeated every hour. The workshops will be followed by a Fundraising networking session. Please bring suggestions and contacts to the session for sharing.

Thursday, **Carol Moore** will close with **"Correcting (WWOL) Working Without Laughter Syndrome"**. We know you will have a terrific time and have a lot to share with those who were unable to attend the conference.

**The deadline for registration is September 28th. PLEASE REGISTER EARLY!** Remember to send the Hotel registration to the hotel, and the MAHA Conference Registration to Pam Starkweather. For those who wish to come early or stay late, the conference hotel rate will be honored one day before and one day after the conference. Again, there will be ONE DAY registrations available (information is on the back of the registration form), and you can also choose to attend Wednesday's Banquet.

Please make plans to join us at the 61st Fall Conference.



MICHIGAN ASSOCIATION OF HEALTHCARE ADVOCATES

# AGENDA

## TUESDAY, OCTOBER 20

11:30 a.m. – 3:30 p.m.  
**MAHA Conference Registration**  
**Hotel Registration**  
**MAHA Book Sale**  
**Harvest Gathering**

12:00 – 5:00 p.m.  
**Vendor Time**

4:00 p.m.  
**Hotel Guest Rooms Available**

6:15 p.m.  
**WELCOME**  
Mary Lou McFadden,  
*President*

**OPENING PRAYER**  
Pledge of Allegiance  
Cathy Crimmins,  
*President Elect*

**CONFERENCE ORIENTATION**  
Betty Bierman,  
*VP Education*  
**HOTEL ORIENTATION**  
Alma Bershas,  
*Conference Coordinator*

6:30 p.m.  
**Dinner**

7:30 p.m.  
**OPENING SPEAKER**  
**"Humor - Try It, You'll Like It!"**  
Judge Sara Smolenski

## WEDNESDAY, OCTOBER 21

7:30 – 8:45 a.m.  
**Breakfast**

8:00 – 8:45 a.m.  
**MAHA One-Day Registration**

8:30 a.m.  
**MHA Update**

9:30 – 10:30 a.m.  
**"Thriving in a World of Change"**  
Dawneen Blakeslee

10:30 – 10:45 a.m.  
**Break**

10:45 – 11:45 a.m.

### WORKSHOPS

1. **"Face to Face Communication... the Almost Lost Art"**  
Dawneen Blakeslee
2. **"Computer Tips, Tricks, and Secrets, III"**  
JoEllen Blandford
3. **"Ground Rules – Facilitating Successful Meetings"**  
Michaeline Raczka, RD
4. **Gift Shop Intensive Session**  
**"Customer-Centered Strategies and Solutions for Gift Shops"**  
Margie Johnson

12:00 – 1:00 p.m.  
**Lunch**

1:15 – 2:15 p.m.  
**Workshops Repeated**  
(except for Gift Shop Intensive which is continuous 3-hour session)

2:15 – 2:30 p.m.  
**Break**

2:30 – 3:30 p.m.  
**Workshops Repeated**

3:45 – 4:45 p.m.  
**Fundraising Networking Session**

4:00 – 4:45 p.m.  
**Council of MAHA Past Presidents**

6:00 p.m.  
**Cash Bar**

6:30 – 7:30 p.m.  
**MAHA BANQUET**  
Followed by entertainment and raffle drawing

## THURSDAY, OCTOBER 22

7:30 – 8:45 a.m.  
**Breakfast**

9:00 – 10:00 a.m.  
**CLOSING SPEAKER**  
**"Correcting (WWOL) Working Without Laughter Syndrome"**  
Carol Moore

10:00 – 11:00 a.m.  
**MAHA Closing Remarks**  
**District Basket Presentations**