



HONORING *The Gift* OF CARING
NHPCO'S 6TH NATIONAL CONFERENCE ON
VOLUNTEERISM AND FAMILY CAREGIVING

INVEST IN YOUR ORGANIZATION'S LEADERSHIP

NHPCO is proud to present two educational events in conjunction with the Volunteerism and Family Caregiving Conference in Orlando, Florida

TAPPING YOUR BOARD'S FULL POTENTIAL

Bill Musick MBA

Tower Hill Resources

An Affiliate of The Corridor Group, Honolulu, HI

Two Half-Day Seminars • Thursday, December 3, 2009

Engaged and healthy boards are a vital source of strength for hospices. Unfortunately, despite a significant investment of time and energy by board and staff, many boards never realize their full potential. Using a common base of six key ingredients for a healthy board, these sessions will focus on key areas that hospice leaders have identified as needing the most improvement for their boards: Governing for what matters and increased levels of engagement.

These two complementary sessions provide a full day's focus on the most actionable areas for improving hospice governance. Choose both seminars to maximize your ability to help your board reach its full potential or chose one that emphasizes the issue most relevant to your board. In addition to new insights and learning, the sessions will be designed to help you form networks with peers for the ongoing exchange of information and mutual support.

PC01 • 9:00 am – 12:00 noon

Tapping Your Board's Full Potential – Governing for What Matters

PC02 • 1:30 pm – 4:30 pm

Tapping Your Board's Full Potential – Increasing Your Board's Level of Engagement

- Nurses and social workers Continuing Education credit is available for PC01 and PC02.
- Visit www.nhpc.org/continuingeducation for more information.



DISNEY'S APPROACH TO LEADERSHIP EXCELLENCE

Friday, December 4 • 9:00 am – 5:00 pm

Every leader is telling a "story" about what he or she values. For the Walt Disney Company, leading by example is a storyline that delivers tangible results: improved behavior and increased productivity. By consistently demonstrating the behaviors they value, Disney leaders speak volumes about the methods the company values; methods that their teams learn to follow. Disney leadership excellence begins with a vision, then follows with a structure and process to organize, engage and commit everyone in the organization to it.

NHPCO is pleased to offer an unprecedented opportunity for hospice and palliative care leaders to learn this unique approach to excellence and to gain an insider's perspective into the proven leadership philosophies, strategies and methods of The Walt Disney Company. Leaders who participate in this outstanding program will dive into the details of the Disney Leadership Excellence Model (through classroom and "behind the scenes" experiential learning activities), learning how to adapt Disney's approaches to improve their ability to lead successful, committed organizations.

Join hospice and palliative care leaders from across the country for a day of creative, stimulating, insight-packed and results-oriented learning that has the potential to improve organizational outcomes, inspire innovative approaches and is guaranteed to be a learning experience you will never forget!

- Transportation to the Disney Field Experience and lunch are included on Friday, December 4th.
- Continuing education credit is **not** available for this course.

Space is limited; register your leadership team today! Registration form on reverse side of this page.

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NHPCO'S 6TH NATIONAL CONFERENCE ON VOLUNTEERISM AND FAMILY CAREGIVING

REGISTRATION FORM

Organization Information

Organization _____ Organization # _____
 Address _____
 City _____ State _____ Zip _____
 Phone _____ Fax _____

Attendee Information

Individual attendee information MUST be completed on this form. Please copy this form to register additional attendees.

Name (Last, First) _____
 Credentials/Degree _____
 Email (required) _____
 Ind. Member # (if known) _____ Discipline Code (see key below) _____

(Please check appropriate boxes)

Non Member First Time Attendee I require special services to fully participate in the conference (attach a description of your needs)

NHPCO has several options available for attending the Preconference Seminar, Tapping Your Board's Full Potential, which is being held as two half-day seminars on December 3rd and the Disney Institute's: Disney's Approach to Leadership Excellence, held on Friday, December 4th.

Registration Fees

	Advanced, 8/17-11/11 NHPCO Member/Non-Member	Onsite, After 11/11 NHPCO Member/Non-Member
PC01 Governing or PC02 Engaging <i>Thursday, December 3rd</i>	\$95/\$170	\$170/\$245
Disney Institute Seminar (see previous page for details) <i>Lunch provided.</i>	\$525/\$675	\$625/\$775
• Disney's Approach to Leadership Excellence, 9:00 am – 5:00 pm, December 4		
Special Offers		
Option 1: <i>Lunch will be provided on Friday only.</i>	\$620/\$770	\$720/\$870
• PC01: Tapping Your Board's Full Potential: Governing, Thursday, December 3rd, 9:00 am – 12 pm		
• Disney Institute's Leadership Excellence, Friday, December 4th, 9:00 am – 5:00 pm		
Option 2: <i>Lunch will be provided on Friday only.</i>	\$620/\$770	\$720/\$870
• PC02 Tapping Your Board's Full Potential: Engaging, Thursday, December 3rd, 1:30 pm – 4:30 pm		
• Disney Institute's Leadership Excellence, Friday, December 4th, 9:00 am – 5:00 pm		
Option 3: <i>Lunch will be provided on Friday only.</i>	\$650/\$800	\$750/\$900
• PC01 Tapping Your Board's Full Potential: Governing, Thursday, December 3rd, 9:00 am – 12 pm		
• PC02 Tapping Your Board's Full Potential: Engaging, Thursday, December 3rd, 1:30 pm – 4:30 pm		
• Disney Institute's Leadership Excellence, Friday, December 4th, 9:00 am – 5:00 pm		

Pricing for Options 1, 2 or 3 are valid only as stated above and cannot be used in combination with any other offers.

Please make selections by checking appropriate box.

PC01 or PC02 \$ _____
 Disney Institute Seminar, December 4, 2009 Full Day Session (9:00 am – 5:00 pm) \$ _____
Special Offers, December 3rd and 4th
 Option 1: PC01 AND the Disney Institute \$ _____
 Option 2: PC02 AND the Disney Institute \$ _____
 Option 3: PC01 & PC02 AND the Disney Institute \$ _____

Total Fees for this attendee: \$ _____

Grand Total Due NHPCO: \$ _____

Payment Information

Checks payable to "NHPCO" enclosed. (Payable in U.S. dollars) Total Fees: \$ _____
 Credit Card Payment Visa MasterCard American Express
 Card number _____ Exp. Date _____ / _____

Name of Cardholder (print) _____

Authorized Signature _____

Registration Cancellation Policy

All cancellation requests must be submitted in writing. A \$50 processing fee will apply to all cancellations. Cancellations on or before October 9, 2009 will receive a full refund less the processing fee. Cancellations between October 10 and November 13, 2009 will receive a 50% refund less the processing fee. No refunds will be made on registration cancellations postmarked after November 13, 2009. Substitutions are welcome; please submit your request in writing. All refunds will be processed within 30 days after the conference. Cancellation requests or substitution requests can be sent via email to conferences@nhpc.org or via fax at 703-837-1233 or 877-779-6472.

We reserve the right to substitute faculty or to cancel or reschedule sessions due to low enrollment or other unforeseen circumstances. If the conference must be cancelled, registrants will receive full credits or refunds of the paid registration fees. No refunds can be made for lodging, airfare, or any other expenses related to attending the conference.

How to Register

Online: www.nhpc.org/vol2009
 Fax: 877/779-6472 (toll-free)
 Fax registration form and payment.
 Mail: Volunteerism and Family Caregiving Registration
 NHPCO
 P.O. Box 34929
 Alexandria, VA 22334-0929
 Please note that overnight deliveries should be sent to:
 Volunteer Conference Registration
 NHPCO
 1731 King Street, Suite 100
 Alexandria, VA 22314

Discipline Code Key

Eligible employees of member organizations will automatically be enrolled as E-NCHPP members upon registering.

Allied Therapist	ALLTHER
Bereavement Professional	BERPRO
Board Member	BDMEM
CEO/Executive Director	CEO/EXEC
Certified Nursing Assistant	CNA
Clinical and Operations Mgmt	COM
Coalition Leader/ Member	CL/MEM
Counselor	COUNS
Development/Pub Relations/MKTG	DEV/PR/M
Finance/Information Systems	FIN/INF
Nurse	NURSE
Performance Improvement/QA	PI/QA
Pharmacist	PHARM
Physician	PHYS
Research/Academics/Education	RES/ACAD/ED
Social Worker	SW
Spiritual Caregiver	SPIRCARE
Volunteer/Volunteer Mgmt	VOL/MGMT

National Hospice and Palliative Care Organization

