

FALL EDUCATION CONFERENCE

October 15, 2026

*Presented by the Kentucky Society for Directors of
Volunteer Services*

Join healthcare volunteer leaders from across the
state and surrounding areas for a day of networking,
idea-sharing, and growth.

Sessions will include Culture & Belonging, structuring a
High School Volunteer Program for maximum growth
and sustainability, and administering an effective
Emergency Department volunteer experience.



Featured Speaker



Jake Campbell

MBA, MEd, SHRM-CP, CPTD
Program Manager,
Culture & Belonging,
St. Elizabeth Healthcare

Breakout Session Speakers



Ginny Coleman

MBA, MM, CDVS
Director of Volunteer Services,
St. Elizabeth Healthcare



Sara Camic

MA, CDVS
Volunteer Services Manager,
UK HealthCare

Baptist Health - Hamburg

Oct 15, 2026, 8:30 AM – 4:00 PM EDT
3000 Baptist Health Blvd
Lexington, KY 40509



Registration Fee: \$75

*Discounts available for multiple
attendees from same hospital system*

Register Online at www.ksdvsinfo.org

CONFERENCE PRESENTATIONS

Understanding, Mitigating, and Harnessing Bias

Jake Campbell, MBA, MEd, SHRM-CP, CPTD

This interactive session explores the different types of bias and how they develop, highlighting their impact on decision-making, patient care, and customer interactions. Participants will gain practical strategies and tools to recognize, mitigate and prevent bias and practice this in difficult conversations. At the end of the session, participants will explore the idea of harnessing bias for good.

Building a Community of Belonging

Jake Campbell, MBA, MEd, SHRM-CP, CPTD

Participants will engage in an interactive conversation regarding what belonging looks like in practice. Following, participants will together build a toolkit for belonging best practices and consider how demographic data may aid in their pursuit of a team where volunteers don't just fit in but truly belong.

Geri-Cats Emergency Department Volunteer Program

Sara Camic, MA, CDVS

UK Healthcare was the first in Kentucky to implement Patient Navigation Services specifically for seniors. Many patients, families and caregivers do not know what to expect when they enter an emergency department. In an effort to decrease anxiety and improve communication for seniors in the ED, this senior ED volunteer program was implemented. Our GERI-CATS ED volunteers round on patients and help ensure patients and families are aware of services, features, and resources. With the ever growing geriatric population, it is vital that healthcare maximizes resources. We will discuss the history and different iterations of this program, what has worked and what hasn't, and have examples of our logs and checklists to share.

From Interest to Impact: Building a Scalable High School Volunteer Program

Ginny Coleman, MBA, MM, CDVS

St. Elizabeth Healthcare engages more than 400 high school volunteers each year through a structured, session-based program designed to align volunteer interests with organizational needs while meeting training and compliance requirements. This presentation will highlight proven onboarding practices, strategic use of Volgistics, and practical department resources that support volunteer success. Participants will leave with a scalable framework and actionable best practices for recruiting, onboarding, engaging, and retaining high school volunteers.