



July 2, 1999

Terry Braverman  
P.O. Box 661037  
Los Angeles, CA 90066

Dear Mr. Braverman:

On behalf of the association, I wish to thank you for your well received presentation at our annual conference. Attendees found it not only to be very entertaining, but thought you had several excellent ideas to use for rewarding, recognizing and appreciating our volunteers. The fact that you researched your community and discovered so many businesses willing to give their services *gratis* or discounted to hospital volunteers was a revelation, and will be a terrific incentive for keeping and recruiting volunteers. Your idea of giving volunteers survey forms to find out their favorite hobbies, foods, cultural events, etc., as a way to discover how best to reward them for their good service, was wonderful too. Some of your applications of humor in the hospital setting will be put to good use I'm sure.

Thank you, and continued success in your work.

Sincerely,

  
Diane Herby, Director  
CAHHS Volunteer Department

DH/fl  
Attachment

**Representing California Hospitals and their Health Systems**

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