

The Big Bend Directors of Volunteers Association Award for “Professional Manager or Coordinator of Volunteers” for 2009 goes to:

Mrs. Betty Morales

Constantly attached to her telephone, dialing at incredible speeds, Betty coordinates 105 Big Bend Hospice volunteers who support patients in their own homes in Leon County. Never failing to affirm and thank every person, she asks volunteers to take on duties like companionship visits, respite sitting to relieve caregivers, patient transportation, errand running, housekeeping, home and yard maintenance, meal preparation, life review projects and many other things that help bring comfort at life's end. Serving as volunteer coordinator on three interdisciplinary patient care teams, Betty juggles many requests for volunteer support-from social workers, nurses, patients and family members-along with the varied and ever-changing schedules and preferences of her 105 volunteers. In 2008 Betty made 706 volunteer assignments to home care hospice patients

The lives of hundreds of hospice patients and families have been enriched by the volunteers who Betty has coordinated since 2003. Some caregivers have been able to keep their jobs and some patients have been able to avoid nursing home placement because of the respite care Betty has arranged. Through Betty's tireless efforts to match volunteer resources with patient needs, several patients have gone fishing one last time, some have left behind important memories in journals or photo displays, others have been driven to enjoy their favorite fast food treats, and one even traveled for one last visit with her son in jail. Betty's team members call her "Miracle Worker" because she often makes happen even the most unlikely requests.

Betty Morales exemplifies the best of the professional managers of volunteers.

On behalf of DOVA we thank her for all she does.