

Shannon Buckner DeMaagd



Shannon Buckner DeMaagd, 1993, B. S. Community Health Volunteer Program Manager, Silverado Hospice

As Volunteer Coordinator for Silverado Hospice, **Shannon DeMaagd** spends much of each day recruiting and training volunteers and developing volunteer programs. In addition, she serves on the Silverado management leadership team, acts as a resource for the community, assesses volunteer needs and makes site visits to provide support and supervision to the volunteers.

Working for a Hospice is a unique experience in many ways. “One thing many people do not realize is that hospices are unique in that they are primarily Medicare funded. Medicare has strict regulations and requires that at least 5% of all patient care hours be volunteer hours. (i.e., our clinical staff logs 2,000 hours a month in patient care.) That equates to 100 volunteer hours that need to be supervised, accounted for and documented each month. Therefore, in order to comply with Medicare standards, hospices must maintain an active volunteer program that meets or exceeds the 5% requirement.”

Shannon also notes that the mission of the hospice is unique and appreciates the mission of Silverado Hospice. When **TWU Alumni Connection** asked her how she first became interested in working for a hospice organization, this was her answer.

Shannon - “So much of my life before working for hospice was centered around bringing love and life into the world,--- I.e. getting married, having babies, celebrating “firsts,” working for a

Children’s hospital... So the thought of working for a hospice initially scared me. However, I was intrigued by Silverado Hospice’s mission to bring LIFE (Love, Innovation Family and Engagement) to those they serve who are at the end of their journey. I knew I had the enthusiasm, education, and career skills to provide a Volunteer Program that coincided with Silverado’s mission. Some of the volunteer programs we offer are: Birthday Buddies, Petals for Patients, Pet Partners, Silverado Supper Club and Patient Visitors. The programs provide the love and engagement patients (and their families) need as the end of life draws near.”



Shannon with one of the Hospice clients on site

TWU Alumni Connection – Was there someone or some part of your TWU experience that sparked your interest in this area of employment?

Shannon - “Definitely! **TWU** gave me the opportunity through their practicum requirement to pursue my interest in Volunteer Management. I was able to experience my future career with support and guidance from **TWU** and the site directors and assess job fit prior to graduating!” Shannon also remembers that her favorite thing about **TWU** was the private school feel. “My professors knew who I was and truly cared that I was successful in my learning and my future.”

TWU Alumni Connection – What were your experiences prior to coming to Silverado?

Shannon – “As part of my course work for graduating with a B. S. in Community Health I was required to complete two practicums. Due to my interest in the health care field and my passion for volunteering, choosing a career in Volunteer management made sense. My first practicum I completed at Children’s Medical Center of Dallas under the direction of their Director of Volunteer Services. My second practicum I completed at Texas Health-Denton working alongside their Manager of Volunteer Services. Upon graduation from **TWU**, Children’s Medical Center offered me a Volunteer Coordinator position! After working for two years, I decided to start my family and became a stay at home mom. I stayed active outside the

workforce by becoming a volunteer myself. I was active in the Junior League of Dallas and Bell County and also served as VP of Volunteers for my local PTA. “

TWU Alumni Connection - What is your favorite part of your work? Your least favorite?

Shannon – “My favorite part of my work is interacting with our patients, families, volunteers and staff. We bring LIFE to those we serve. I love seeing Silverado’s volunteer program in action and seeing our volunteers and staff making a positive difference in our patients and families’ lives.”

“My least favorite part is saying goodbye when our patients pass away.”

On a personal note – Shannon shared this. “In addition to working as a Volunteer Coordinator, I have 5 sweet children and a great husband who all have servants’ hearts. We live in Highland Village and attend the Village church. We stay busy with the kids’ lacrosse, soccer and track activities and we tend to be way too competitive at family game night, specifically, Connect Four and Jenga!”