

NHAVA NEWS

April 2005

Carol Heath - In Memoriam

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During NHAVA's annual meeting in January, President David Poisson had the pleasure of announcing awards to be presented to various members, most of whom were not there due to the inclement weather. He also announced he was presenting The President's Award to someone absent due to ill health. After the meeting he would visit Carol Heath, Editor-in-Chief of the Association newsletter, to give her flowers, a plaque and our thanks.

Carol was seated and comfortable when David arrived, but somehow looked different. David spoke kind words, gave her our plaque and thanked her for all she had done for us these past four years. Carol apologized for not being able to do the December newsletter and said, "That's how life goes."

They chatted a while and then it was time to leave. He gave her a hug and a kiss and again thanked her. She thanked him in return and David drove off knowing that he would not see Carol again. Carol passed away less than two days later. The notification he received mentioned how peaceful she looked at the time.



At a gathering of friends and family following the funeral, her supervisor at the NH Coalition for Sexual and Domestic Violence shared some thoughts. She said that when she cleared Carol's desk, she found an 8 1/2 X 11 piece of paper that had nothing on it but these words in Carol's own hand: *The purpose of my life is to experience peacefulness and gratitude through God for being able to be a true friend to others.*"

Let it be known that Carol composed her perfect epithet.



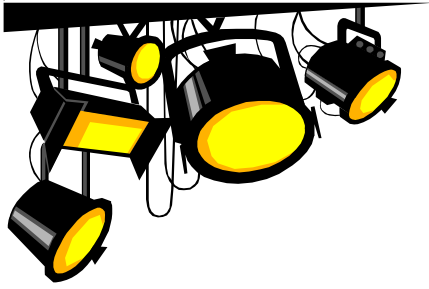
President's Message

The Executive Committee and the Board have had some challenging times in dealing with the snowstorms which greatly affected our annual meeting. At the board retreat, the solution to "snow days" and the annual meeting prompted much debate.

In the hope of solving future problems, the Board will be presenting a possible solution to the membership. We will propose some additions and changes to our By-Laws. These will be discussed further in the next newsletter.

The Executive Committee proposed a process for determining award winners. An Ad Hoc Awards Committee will receive applications and determine recipients. Members of the committee will consist of the past five recipients of the Lonergan Award, with the most senior recipient being the chair.

- David Poisson



Spotlight on Members

Donna Wright

submitted by Letty Barton

NHAVA's second president and a founding member has found her way back to NHAVA. Welcome back to Donna Wright! It was the proposed name change that was the catalyst for Donna's return to the group. She shared that it was also "the right time."

Currently this bubbly, energetic lady is the Director of Volunteer Resources for Elliott Hospital in Manchester. She has held the position for about 5 1/2 years. The favorite part of her job is meeting new people and making a match for them that suits both the interests of the volunteer and the facility. Donna likes developing new volunteer opportunities and doing the training.

Many of the volunteers Donna enrolls come as a result of themselves or a family member being a patient at the Elliott. Her roster of volunteers currently numbers 463 and a VolunTeen Program in the summer adds about 100 additional people. Donna indicates her volunteers are not the typical hospital volunteer but more a group of younger, retired professionals that represent a cross section of the greater Manchester community.

In May Donna received her Masters Degree in Health Care Administration through a program at the Elliott. Her thesis was the human capital in volunteers and she was able to use her volunteers as part of her research. Donna indicates the contacts that she made through the class created many links for her within the hospital.

As a new NHAVA board member and part of the Public Relations Committee, Donna would like to see NHAVA focus on building on the name we have and what we are. She sees NHAVA as an opportunity to meet the needs of volunteer administrators.

Apart from her busy workday Donna enjoys supporting NASCAR with her 13 year old son. Her older son recently returned from a tour of duty in Iraq. The family enjoys all types of sports together. Donna also enjoys reading.

Donna's advice to others is to love what you do and that is very evident as she speaks about her program and her volunteers!

Donald Chesnel - 2005 Judith Lonergan Award Recipient

Knowledgeable, committed, reliable, mentor, involved, leader - these were a few of the words used to describe Don Chesnel when he was recently presented with the Judith Lonergan Award by the New Hampshire Association of Volunteer Administrators at their annual meeting. The Lonergan Award is the highest honor bestowed upon a member of NHAVA, in recognition of outstanding professionalism and excellence in the field of volunteer administration.

Chesnel is a 30-year member of the Rochester, NH Lodge of Elks #1393 and has been in various leadership positions for approximately 19 years. During that time he has coordinated activities and volunteer projects including youth and community activities, veterans programs, scholarships, drug awareness and prevention programs, government relations, public relations and local charity fundraisers. In addition to providing leadership at the local level he has served as State Elks President, State Elks Association Board of Trustees, and holds a national committee

office for Government Relations. Chesnel is always willing to share his expertise with others. He supervises and mentors members and volunteers at the local, state and national levels. He has been effective in recruiting people to participate in varied projects and developed a rapport with volunteers and peers who respect him and his commitment to his work.

Chesnel has been a member of NHAVA since 2000 and served as a board member for two terms. In that capacity he chaired the Legislative Committee and made it a priority to keep members abreast of legislation that affects the field of volunteer administration. He has also served on the planning committee for the statewide Governor's Conference on Volunteerism for the past six years. Conference committee chair Carolyn Gargas says of Don Chesnel, "Anyone who works with Don respects his commitment, capabilities and reliability."

Committee Reports

Public Relations Committee — Cyndi Paulin

The goal of the Public Relations Committee is to assist in creating a positive image of volunteerism and volunteer administration in NH by preparing news releases about NHAVA activities, meetings and its members. Recently we've had a lot of news to share about our members!

We have been working on press releases announcing election of board members as well as putting together a press release announcing Don Chesnel's selection as the Lonergan Award Recipient. Be on the lookout for these individual news announcements in local newspapers as well as the Manchester Union Leader. If you see NHAVA mentioned in your local paper please forward the information to Cyndi Paulin, chair of the PR committee, at paulin.sau54@rochesternh.net and remember to include the PR committee in the loop when newsworthy information is generated. We'll take care of the rest!

If you are interested in serving on the PR committee this year we still have a place for you! Just let Cyndi know of your interest.

Communications Committee – Lois Meredith

The Communications Committee met at the end of February and welcomed Bobbi Blades to the group. We also accepted with regret the resignation of Gina Tillotson from the committee. We will miss her enthusiasm and expertise. Please keep sending any articles of interest, snippets, etc. to Jean Desany (VAC@snhs.org) or Lois Meredith (loisrsvp@centennialseniorcenter.org.)

Membership Committee – Susan Kuhn

The Membership Committee is transitioning from Cova Greig's outstanding leadership as Membership Chair to Susan Kuhn. We are grateful to Cova for the outstanding role she has played in helping the organization to grow. Thank you Cova!

In order to maintain this momentum, Susan is looking for new committee members for the coming year. Anyone interested in joining the Membership Committee can contact Susan at 471-4116 or susan.kuhn@cancer.org. The committee will meet after the next membership meeting on April 27th to set goals for the year and establish key priorities. Please join us!

Current membership is at 63 as of this printing. Although this is down about 18 members from 2004, we have quite a few members from the past two years who have not paid their 2005 annual dues. If you are one of them, please send in your membership dues today! We want to make certain that you receive all your NHAVA materials.

Mark Your Calendar



Next Membership Meetings

Wednesday, April 27, 2005

Wednesday, July 13, 2005

Wednesday, October 12, 2005

Plan to Attend!



Roll Call

Marcella Bobinsky, Program Manager, Nutrition and Elder Services, Community Action Program, Belknap/Merrimack Counties, Inc.

Mary Lefebvre, Volunteer Manager, Special Olympics

Bobbi Blades, Program Assistant, Merrimack County Service Link

Cornucopia



SENIOR COMPANIONS

submitted by Letty Barton

For 28 years, volunteers in the Senior Companion Program of New Hampshire have provided friendly in-home visits to the frail, more isolated elderly. The active, over age 60 men and women have been key supports in keeping many of the state's elderly population at home and helping delay institutionalization. The socialization provided by the volunteers supports good emotional health that in turn enhances physical well-being.

Companions are more than just visitors. They bring the outside world in to the folks they visit. They provide a kind, listening ear and offer suggestions as to where to find additional services. In some cases companions provide much needed respite to full-time caregivers. Last year the Senior Companion Program had 95 volunteers who provided 82,065 hours of service to over 680 seniors in the state.

Each visit has its own uniqueness, depending on the needs and the interests of the individual visited. A woman with vision problems may want her mail read to her and need assistance in the grocery store. Another person may want to play a board game or cards.

In some instances the companion takes the visatee into the community for a medical appointment or lunch at the senior center.

The program is part of a nationwide service that provides as many benefits for the volunteer as it does for the recipient of the services. Companions are given a tax-free stipend and mileage reimbursement for the twenty or more hours of friendly visits a week. They also receive some personal leave and eleven paid holidays. The commitment to the program is great but the benefits are equally good.

Some of the more intangible rewards are the feeling of being useful, making some deep and long time friendships and the opportunity of giving to one's local community. The monthly training companions receive helps keep them informed of services, programs and other senior issues.

The Senior Companion Program of New Hampshire is sponsored by the Corporation for National and Community Service and Belknap/Merrimack County Community Action, Inc. Additional funding comes from three United Ways, the State of New Hampshire and Merrimack County.

Reminder:
Deadline for Next
Newsletter is May 27, 2005!



Visit the NHAVA website:
www.nhava.org

You'll find:
Membership info, Officers/Board members,
Upcoming events, *NHAVA News*, Bylaws,
Professional Competencies, Photos and Links

If you'd like to add info, send it to Dave Poisson.

Save This Date

May 18, 2005

**2005 Governor's
Conference on Volunteerism.**

**NH Technical Institute
Concord, NH**

*35 Sessions on all aspects of
volunteerism, volunteer programs and
management.*

**Register on-line at
volunteernh.org or call
603/271-7203**

Volunteer Administrator-On-Call Program



The NHAVA Volunteer Administrator-On-Call Program was established to provide support and encouragement to those who are new to the field of volunteer administration.

<u>Month</u>	<u>Name</u>	<u>Contact Info</u>
April '05	Carol Mauceri	Coordinator NH Reads AmeriCorps Newmarket, NH (603)659-7248 carolmauceri@earthlink.net
May '05	Nora Sutton	Director of Volunteer Services Hunt Community Nashua, NH (603)882-6511 nsutton@huntcommunity.org
June '05	Lynne DeVivo	Director of Volunteer Services Lake Region General Hospital Laconia, NH (603)527-2895 ldevivo@lrgh.org

Risk Management Liability For Loss or Fault

Liability is a broad legal term that assigns responsibility, both absolute and contingent. The person suffering a loss may recover damages from the organization and/or person(s) causing the loss, provided that it can be proven that the latter was responsible for the loss. Loss includes such things as injury, reputation and money.

In looking for proof of liability, the court considers the following:

Due Care	Instruction and Supervision
Negligence	First Aid and Medical Treatment
Causation	Defamation (slander and libel)
Foreseeability	Assault and Battery
Property and Land	Statute of Limitations (Notice of Claim)

In this and subsequent issues of the *NHAVA News*, these categories will be examined for their relationship to a volunteer program until the list has been completed.

DUE CARE. The standard for care is that which any reasonable organization or person would do or not do under similar circumstances. The court establishes determination of the standard of reasonableness. There exists an assumption of risk doctrine, wherein a person is fully aware of exposing him/herself to danger. If a person falls while skiing down a mountain, he/she is unlikely to recover damages from the company operating the ski area; however, if an injury is caused by a malfunction of the ski lift, damages are likely to be recovered.

****Volunteer administrators need to know what volunteer programs similar to theirs do under certain circumstances. How do they screen volunteers? How do they oversee money handled by volunteers? What components of your volunteer program need checking for due care?**

NEGLIGENCE. Negligence is the failure to use due care that results in damage, injury or other loss. To prove negligence, it must be shown that 1) the defendant did not use due care and 2) the absence of that care was the main cause of the loss.

Continued on page 6

NHAVA Membership Meeting

Wednesday, April 27, 2005

- 9:00 - 9:25 Registration. Informal Networking & Coffee
- 9:30 - 10:00 Business Meeting
- 10:00 - 10:30 Networking Activity
- 10:30 - 10:50 Member Speakers
- 10:50 - 12:00 **Workshop - Numbers! Reports! Technology!**

What information do you collect about your volunteers, where do you collect it and what do you do with it? This will be an interactive session to share information about:

- ~ the data we collect
- ~ the technology we use and the technology available to collect it
- ~ what we do with the data

Please bring the following information with you if, you have it!

A sample report you can create with the technology you use

An annual report if it contains information about your volunteer program

Any research you've done regarding choosing volunteer management technology or software.

12:00 Noon Lunch and committee meetings as planned. Please note that when you register you will have the opportunity to order lunch. You're invited to stay and network, or join any committee meetings that may have been called.



Risk Management Liability for Loss or Fault, *continued from page 5*

****If a volunteer drives on behalf of your organization, do you do a motor vehicle background check to be sure the driver is not a habitual speeder or drives after drinking? Is every building and every piece of equipment a volunteer uses in good repair without broken steps, loose wires, etc.?**

FORSEEABILITY. To foresee something means it must be seen as probable. It does not mean that one has some sort of prophetic vision as to what might conceivably happen. It is foreseeable that broken stairs may cause a fall. It is not foreseeable, under normal circumstances that a truck will crash into a building.

****A good practice is to do a risk management audit on all your programs. Make a list of things that could possibly go wrong with each of them, (foresee the risks), then use due care to manage the risks. You may decide to eliminate some things because they are too high a risk for your organization to assume.**

**DIRECTIONS TO
NHAVA MEMBERSHIP MEETING**

THE NEW HAMPSHIRE ASSOCIATION FOR THE BLIND
MCGREAL SIGHT CENTER
25 WALKER STREET
CONCORD, NH 03301
PHONE: 603/224-4039
TOLL FREE IN NH: 800/464-3075

FROM I-93, TAKE EXIT 15W FROM THE SOUTH OR NORTH. YOU WILL THEN BE ON I-393. FOLLOW TO END AND BEAR RIGHT AT SET OF LIGHTS; THIS IS RTE. 3. PROCEED TO THE SECOND SET OF LIGHTS (SOVEREIGN BANK IS ON THE LEFT) AND TURN LEFT ONTO PENACOOK STREET. TAKE THE NEXT LEFT ONTO BRADLEY STREET. GO TO THE STOP SIGN. THE ASSOCIATION OF THE BLIND IS ON THE RIGHT (RED BRICK BUILDING). TURN RIGHT ONTO WALKER STREET, THEN LEFT THROUGH THE CHAIN LINK FENCE. PARKING AND ENTRANCE IS IN THE REAR OF THE BUILDING.

NHAVA Mission

To Support and Strengthen the Profession of Volunteer Administration through Education, Networking, and Recognition.



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Carol Mauceri

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You have the opportunity to join us for lunch and committee meetings after this membership meeting.

We will be ordering lunch from a local deli, so you may sign up and pay when you arrive.

Join us for the committee meetings or just for conversation and networking.

See details and directions on page 6-7.

**NHAVA
Membership
Meeting
April 27, 2005**