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Deborah Cheever Receives Lonergan Award

by Gina Tillotson

4-H Youth Development Extension Educator Deborah Cheever was presented with the Judith Lonergan Volunteer Administrator Award at the NHAVA Annual Meeting in January.

"If someone epitomizes competency in the field of volunteer administration, serves as a mentor for new volunteer administrators, and promotes volunteerism within Merrimack County and the State of New Hampshire, it is Deb Cheever," said **Nancy Evans** in nominating Deb for the annual award.

For 25 years, Deb has administered an effective volunteer program for over 150 4-H volunteers who annually provide leadership to the Merrimack County 4-H program, which reaches over 500 youth.

During the award nomination process, when asked to describe how she recruits volunteers, Deb explained volunteers are recruited to serve in long-term roles running 4-H clubs at the community level while episodic volunteers are recruited to assist with a variety of events run to help youth build life skills. In addition, several "middle management" volunteers take on specific roles providing direct leadership for various areas of the 4-H program. "Innovation and creativity are hallmarks of Deb's work," says Nancy.

Deb has developed several curricula for training volunteers. She shares her experience with her peers, presenting workshops on volunteer administration at a variety of conferences, including the annual Governor's Conference on Volunteerism. Deb also serves as a mentor, providing other volunteer administrators with guidance and support.

(Continued to page 9.)



Deb Cheever and Judith Lonergan

President's Message



This year is the 20th Annual Governor's Conference on Volunteerism and Volunteer NH! is celebrating in style with lots of changes. To begin, the conference schedule has been changed. No longer will you sit through speeches and awards before getting to your first workshop. Rather, attendees will walk in, register, mill about the breakfast foods (if you get there early), and then go to your first workshop. After the second workshop, there will be one lunch with

(Continued to page 2.)

Spotlight on Members

Joan Lanoie

Meet Joan Lanoie, coordinator of volunteer services at Memorial Hospital in North Conway, N.H. When Joan accepted the position about 20 months ago she was handed a considerable challenge. With a focus to expand the volunteer program, she was asked to double the volunteer force and to introduce young adult volunteers to volunteer services.

Joan also wanted to focus attention on programming in the community and increase awareness of the opportunities available through her facility. Memorial Hospital is a 36-bed acute care facility with a 40-bed nursing home.

With a current enrollment of 90 volunteers, Joan has seen a full gift shop up and operating and a new information center started which took different and more complex training for the volunteers. Additional volunteers are being utilized in places like ER, OR, purchasing, intensive care, and greeters.

Joan finds the Mt. Washington Valley abundant with volunteers always ready to answer the call to service. She finds them very reliable and even North Country weather doesn't stop them. Her challenge is to involve the 40-50 year olds because they are so often in the full-time workforce.

A member of NHAVA for a year and a half, Joan finds her work invaluable and the meetings very focused. She regrets not being able to attend more meetings.

As a volunteer, Joan is pretty well connected and active in the community. She taught childbirth classes for 16 years, served on the school board for 9 years, and has served on boards for numerous theatre programs. She has been a school volunteer and worked on the junior ski program. And if those activities weren't enough to keep her busy, she has been involved in the Dollars for Scholars Program and enjoys the cross country skiing and skating the North Country offers.

-Jean Desany

President (Continued from page 1.)

everyone gathered together and at that time the keynote and the Peg McGarity Award will be spotlighted. After lunch, it's off to the last workshop of the day.

Another change will be the look and content of the conference brochure. The look will just have to be a surprise ☺, but I can tell you about the content. Each workshop will be coded for a variety of audiences. Since the conference is on volunteerism, we plan to attract all involved in volunteerism. There will be a code for workshops that are particularly geared to five different groups: volunteer managers, volunteers (from board members to direct service), corporate employee volunteer programs, national service, and faith-based groups. Some workshops will speak to many audiences and others will speak to only one or two, but by quickly glancing at the codes, the choosing of workshops to attend should be much easier.

Lastly, Mr. John Bridgeland, director of the USA Freedom Corps, has agreed to be the keynote speaker. I have heard Mr. Bridgeland speak and he presents very well. I can also assure you that the governor is planning on attending. There will be a number of other little celebratory surprises that I can't tell you about so let's just say it will be a great conference. Hope to see you there!

- Alexis Walker

Committee Reports

Program Committee -- Sue Rapter, Chair

The Program Committee met in January to fine tune our mission, plan the year's agenda with topics and locations, review some bylaws for our committee and make recommendations for NHAVA's members to consider. We are looking for a few good people to join our committee; we would like a two-year commitment with a maximum of eight, minimum of seven in the group. See the April 17 program on the back page of the NHAVA News.

Reminder: National Volunteer Week is April 27 – May 3. Find ways to honor your volunteers and yourself for the great job you do. - *Martha Richards*

Membership Committee -- Cova Greig

We are still trying to complete committee assignments. The Membership Committee will meet immediately after the membership meeting on April 17. New members are welcomed.

Legislative Committee -- Don Chesnel

The NHAVA Legislative Committee consists of the following NHAVA Members for this calendar year: **Don Chesnel, Judith Lonergan, Carolyn Gargas, Susan Rapter** and **Katie Kiernan**, a new member of the committee this year.

The committee extends a warm welcome to Katie and looks forward to having her work with us. A committee meeting was conducted on February 7, 2003 in Concord.

Topics discussed included : projects for this calendar year, Legislative Appreciation/ Education Days, legislative monitoring of bills that could affect volunteerism, Risk Management Mentoring Programs, legislative correspondence, contacts and interface issues, use of our website for legislative information posting, etc.

If anyone has knowledge or information about legislative items that could affect us or would be of interest to the membership, please forward them to any committee member.

Marketing/PR -- Gina Tillotson, Dave Poisson

The Communications Committee is up to full strength for the first time with the addition of **Joan Lanoie** from The Memorial Hospital in North Conway as publicity person. All press releases for NHAVA will be written and submitted by her.

Help Joan get off to a good start by sending her your media lists – radio, TV, newspaper, magazines – anything. This will help her develop a statewide database that she can tailor to our needs. Any material that you would like considered for publication can be sent to her at PO Box 5001, N. Conway, NH 03860, or joanlanoie@tmhf.org.

Another newcomer to his position is **Dave Poisson**, director of the Mr. Fixit Program in Concord. In addition to joining the Board of Directors this year, he has assumed the duties of web master for NHAVA.org and will welcome any suggestions as well as copy for the calendar, etc. Dave can be reached at dpoisson@bm-cap.org or by fax at 228-1898. - *Jean Desany*

Mark Your Calendar



Next Membership Meetings

April 17, 2003
July 16, 2003
October 16, 2003

Cornucopia Corner



ServiceLink

ServiceLink is a statewide network of locally-administered, community-based resources for seniors, adults with disabilities, and their families. A free information and supported referral service, ServiceLink has local offices in 13 communities and over 50 satellite offices throughout New Hampshire. When someone calls the toll-free number, they are directly connected with their local ServiceLink office.

People call or stop into ServiceLink with a wide variety of questions, ranging from meals, transportation, and help in the home to living wills, health and wellness, and volunteer opportunities. When someone contacts ServiceLink, they have the opportunity to discuss what is going on in their life or that of their family member, and explore supports or information that may be useful. ServiceLink can help to make referrals and will follow up to see how things are working out.

The tangible and intangible benefits of volunteering are well documented and ServiceLink actively works to promote volunteerism. ServiceLink uses volunteers in many different capacities throughout the network, and also provides citizens with information about other local volunteer opportunities.

For more information about ServiceLink, call 1-866-634-9412.

Roll Call

New Member Updates:

Arlene Nelson, Volunteer/Soup Kitchen Coordinator

Cross Roads House Work: (603)436-2218
P.O. Box 6580 Fax: H-(603)431-2710
Portsmouth, NH 03802
e-mail: Volunteer@crossroadshouse.org



Bruce A. Montville, President

LifeWise Community Projects, Inc
P.O. Box 124 Work: (603)664-9827
Barrington, NH 03825 Fax: (603)6648806
e-mail: bmontville@lifewise-nh.org

Brenda Barbour, Director of Volunteers

National Multiple Sclerosis Society-Central NE Chapter
101A First Avenue Suite 6 Work: (781)890-4990 ext.135
Waltham, MA 02451
e-mail: brenda.barbour@mam.nmss.org

Steven Wilson, Activity Director Work: (603)399-4912

Maplewood Nursing Home Fax: (603)399-7005
201 River Road
Westmoreland, NH 03467

Brinn J. Chute, Program Director Work: (603)332-4124

Rochester Youth Connection
50 Wakefield Street Suite #1
Rochester, NH 03867
e-mail: brinn.chute@rochesternh.net 1

Member Renewal Updates:

Susan Rapter, Volunteer Coordinator

New Hampshire Hospital Work: (603)271-5788
36 Clinton Street Fax: (603)271-5962
Concord, NH e-mail: srafter@dhhs.state.nh.us

New Contact Info

Martha Maynard

e-mail: mmservicelink@straffordnetwork.net

Katie Kiernan, Volunteer Coordinator

Families in Transition Work: (603)222-1252
122 Market Street Fax: (603)641-1244
Manchester, NH 03101 e-mail: kkiernan@fitnh.com

Gina Tillotson

Correct phone number is (603)224-9945 x352



DVS-On-Call Program

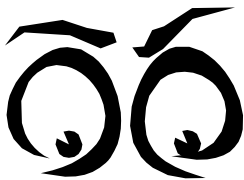
NHAVA has recently established a Director of Volunteer Services (DVS)-On-Call program. This mentoring program is designed to provide support and encouragement to those who are new to the field of volunteer management. By talking with a more experienced volunteer manager, a participant can obtain answers to their work-related questions, learn about helpful resources, and be referred to other colleagues.

DVSs agree to be on-call for a one-month period. They must be a member of NHAVA and a director of volunteers for five years or more. DVSs must also have the resources to accept and make phone calls and send e-mails in a timely manner. They will maintain a simple log of contacts and submit that log at month's end to the Chair of the Mentoring Committee.

If you are relatively new to the field of volunteer management or just want to bounce a question off someone with experience and expertise, feel free to contact the designated person listed below. They will be glad to talk with you.

<i>Month</i>	<i>Name</i>	<i>Agency</i>	<i>Contact Info</i>	<i>Expertise</i>
April	Cheryl Littlefield Field Executive	Girl Scouts of Swiftwater Council PO Box 4 Silver Lake, NH 03875	Phone: 367-9961 cheryl@nh.adelphia.net	Volunteer Management Recognition
May	Lois Meredith Admin. Asst.	Merr. Cty. RSVP 97 Pleasant St. Concord, NH 03301	Phone: 224-3452 Fax: 224-0157 meredith52@juno.com	Recognition Vol.Handbooks Retention
June	Carol Heath Office Coordin.	NH Coalition Against Domestic & Sexual Violence PO Box 353 Concord, NH 03302	Phone: 224-8893 x316 carol@nhcadsv.org	
July	Sandy Marshall Vol. Resource Coordinator	Franklin Reg. Hospital 15 Aiken Ave. Franklin, NH 03235	Phone: 934-2060 x496 Fax: 934-5524 marshals@frh.org	Management Community outreach Retention

**Keep your eyes open for new & exciting changes
on 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 Jean Desany at
volaction@aol.com*

How can a volunteer coordinator recruit, train, and supervise often three times as many people as other agency supervisors...and still find time to complete a myriad of other necessary tasks? By considering

The Challenge of Delegation

by Ralph G. Navarre, ACSW

- You work more than 40 hours a week.
- You leave work feeling guilty because you have so much left to do, even though you skipped a coffee break and only took 15 minutes for lunch.
- You haven't provided the orientation or training your volunteers need because you have other more important duties.
- You would like to spend more time planning but you know you have a report that is overdue.

Can you, as a volunteer coordinator, place a checkmark in front of any of the above work conditions? If so, you may not believe it is possible to relieve all of the above problems. But there is a solution. It can be found in one word: **delegation**.

Webster's *New Collegiate Dictionary* defines delegation as "empowering one person to act for another." We all know about delegation and most volunteer coordinators do delegate to some degree. Yet, we frequently hear comments like, "Delegation takes time to train staff and I don't have the time to do that training," or "The paid staff would not accept volunteers doing part of my job," or "My boss would not allow me to delegate any of my responsibilities."

According to the management and supervision literature, some delegation appears to be giving up power. For example, if you delegate visitors' tours to your volunteers, they could look like they are in power. Also, delegation often means giving up parts of your job that are rewarding, stimulating, and exciting.

Other volunteer coordinators fear the results of delegation. What if a volunteer makes a mistake or causes a problem? And some volunteer coordinators feel safe in being behind or overworked. Free time for them is scary.

So Why Delegate?

Let's start by looking at why we should delegate authority or specific job responsibility to others. The literature indicates that executives rarely supervise more than 8 to 14 subordinates. Yet volunteer coordinators

often attempt to supervise 30, 50, or even hundreds of volunteers. The results are predictable. Some volunteers are not supervised adequately. You can improve your supervision of volunteers by delegation.

A second important reason for delegation is that a volunteer coordinator is actually running a mini-agency within the structure of a larger agency. The reality that the volunteer coordinator does a job that is different from any other supervisor in most agencies means you are usually on your own in terms of planning, training, and supervision. You must have time for these functions, and therefore you must delegate.

Finally, small jobs that must be accomplished often don't get done unless you delegate. You, as a volunteer coordinator, simply cannot do it all. You must delegate.

Whom Should I Choose?

You might ask, "Where do I find volunteers whom I can delegate responsibility?" They are right there in your agency. It just requires a little bit of looking with a new eye to discover volunteers who will accept and even welcome more responsibility.

Remember that volunteers come to your agency with many different motivations. Volunteers who are candidates for delegation include those who are bored and ask for more responsibility, those who are interested in a career in volunteerism, and those who need more responsibility and experience with authority to become employable.

Some volunteers in every agency are bored, feeling useless and frustrated with the simple tasks they are asked to perform. These volunteers are often the ones you lose to other agencies. Through delegation you often can save a volunteer who otherwise would not remain with your program.

There are also many people who refuse responsibility and authority. Often this is because they really lack the interest. Others, however, are shy, scared, or unsure of themselves. With supportive supervision, they can be given responsibility.

What Should I Delegate?

Now that you have people you can delegate to, let's look at what tasks can be delegated. Small specific tasks
(Continued to page 7.)

Delegation (Continued from previous page.)

or responsibility for very small programs are the first things that are easily delegated. Jobs like laying out volunteer sign-in sheets and collecting them, unlocking rooms volunteers need, and preparing program materials for volunteers are all tasks that responsible volunteers can do easily.

Slightly more complex tasks include leading agency tours and record-keeping. Most volunteers with some supervision can do such tasks.

More highly complex tasks that can be delegated to appropriate volunteers include recruitment, orientation, and training of new volunteers, as well as the supervision of ongoing volunteers. These are jobs that can be done by some volunteers in nearly every agency.

More important, the use of volunteers in the recruitment, orientation, training, and supervision of volunteers automatically provides you with a career ladder for your volunteers. Those people who can perform such roles can consider becoming a volunteer coordinator or a manager in private industry.

Perhaps the most intricate jobs to delegate are public speaking and public relations. In this case you are delegating not only responsibility, but also control of your agency image. Since volunteers have various motivations for and ideas about volunteering in an agency, you retain a responsibility to monitor their activities and assure yourself and your supervisors that accurate information is going out into the community. Nevertheless, there is no simpler way to demonstrate to the community that your volunteers are content. It's often said that satisfied volunteers are the best recruiters for your agency.

Doing It Right

There is no process that can

guarantee 100 percent success when you're delegating responsibility to others, but there are a number of steps that can assure you a minimum amount of failure.

The steps that you should use are ones that many volunteer coordinators employ regularly. The most important step is a well-written service description that clearly delineates the responsibility and authority that goes with a particular position. The service description should be developed with the input of volunteer and paid staff, so both clearly recognize the delegation of authority.

The next step is to ask volunteers and paid staff for candidates to be recommended or to volunteer for this unpaid position. You also can invite qualified candidates to apply who might not do so otherwise.

The process of candidate selection can be a politically traumatic one if it sets up a series of different levels of volunteers. If possible, a number of people might be delegated new authority at the same time.

The critical point is that each position should have a service description, and each service description should be modified to meet the skills and abilities of an individual who will be delegated new authority.

At this point, an individual must be oriented and trained to his or her new responsibilities. Remember, since this volunteer already has proven skill and ability, the training should be task-oriented. What special knowledge, skills, and abilities does the volunteer need to do that part of your job that you are delegating?

After training your new volunteer delegate, you should offer consultation and support, but *let the volunteer do the job alone*. A volunteer cannot accept responsibility

if you are always behind him or her to intercede. Your job is to hold regular supervisory conferences, and evaluate your volunteers regularly.

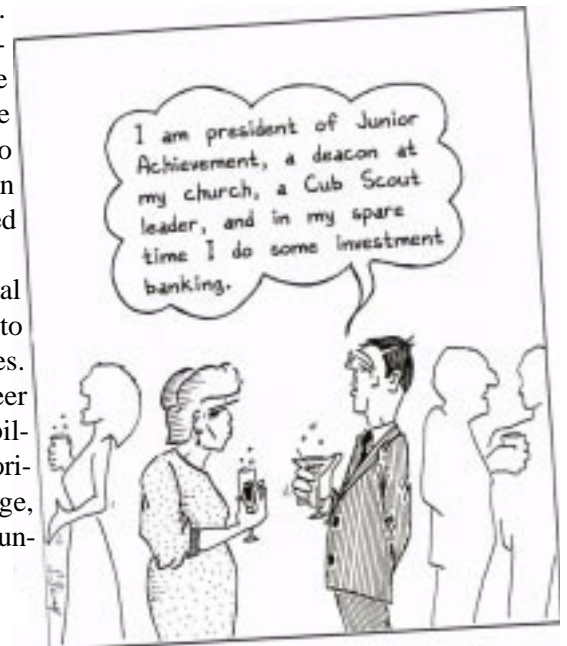
Benefits

Once you have delegated, there should be some clear-cut payoffs to you and to the agency. There are both immediate and long-range benefits that you will receive.

By delegating you immediately create a situation where more people can look at and work on the problem. Because you have added another layer of administration, more people can analyze and work on solutions to problems without taking your time.

As you delegate authority you also generate interest and concern in the people who accept the responsibility you have given them.

Reprinted from Voluntary Action Leadership, Spring 1979.



Yuppies change priorities.

from Board Builders,
carol@boardbuilders.com

How about an exciting adventure on NH's Lake Winnepesaukee for our July 16 meeting?

Thanks to Lynne DeVivo who arranged for NHAVA to take the 10 a.m. cruise around the lake on the *MS Mount Washington*, returning about 12 noon. We'll have our own conference area and snacks will be available from their snack bar. Then luncheon is on your own if you want, at some lakeside eatery!

Cost is \$17 for the cruise. So save the date for Wednesday, July 16. Further information and reservation form will be in the next newsletter and at the April meeting. Ahoy, Mates!

Annual Meeting Summary

by Gina Tillotson

The NHAVA Annual Meeting was held in January at the Cat 'n Fiddle Restaurant in Concord.

Featured speaker **Lewis Feldstein**, president of the New Hampshire Charitable Foundation, discussed "social capital." While he serves on many regional, national, and international boards, one of his current projects is co-authoring a book on social capital with Robert Putnam from the Kennedy School of Government. Lew shared his insight, advocating the value of volunteerism and encouraging NHAVA members to continue their good work. Following Lew's program, the Judith Lonergan Volunteer Administrator Award was presented to **Deb Cheever**. (See page 1.)

During the business meeting, board members and officers were elected. Members elected include **Jolee Chase, Don Chesnel, Cova Greig, Joan Lanoie, Judith Lonergan, Dee Martin, Martha Richards, Gina Tillotson, and Sherry Wheeler**. Those board members having served for six years and needing to step down (according to NHAVA's bylaws) included **Deb Cheever, Lynn DeVivo, Nancy Evans, and Jean Desany**.

The following slate of officers was accepted: **Alexis Walker**, president; **Sue Rapter**, vice president; **Joan Lanoie**, secretary; and **Don Hayes**, treasurer.

Outgoing treasurer Deb Cheever presented her report, including the proposed NHAVA budget for 2003, which was approved by the membership present.

Alexis announced that the 20th Governor's Conference on Volunteerism will be held on Monday, May 19 at New Hampshire Technical Institute in Concord. She described the new format for the conference, which features two workshops in the morning and one workshop after lunch. The keynote address and Peg McGarrity Award will be presented during lunch, which will be served in the gymnasium and include conference attendees.

Scholarships to the Governor's conference were awarded to **Brinn Chute and Lucia Dede** since both had never attended the conference.

The business meeting wrapped up with committee reports and recognition of committee members by each chair.

More Volunteerism Websites

Submitted by Jean Desany

4WORK's Volunteer Posting Wizard

Post vol. & intern opps and jobs
echidna.4work.com/volunteerPost.htm

Action Without Borders

<http://www.idealists.org/travel.html>
global volunteering

America's Promise—The Alliance for Youth

www.americaspromise.org

American Society of Directors of Volunteer Services

(for healthcare) www.asdvs.org

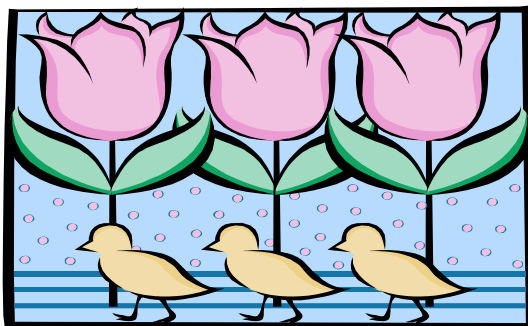
Deb Cheever (Continued from page 1.)

“She is a thoughtful, caring, dedicated coach,” adds Nancy.

Deb’s instituted a screening and application process for all volunteers at the local level in 1995. She was one of the first in the state to raise the issue of risk management for volunteer programs. New Hampshire now boasts one of the best risk management education programs for volunteer administrators – thanks to Deb’s expressed concerns and Judith Lonergan’s extensive work. As a NHAVA board member since the group’s inception, Deb served as its treasurer through the annual meeting in January.

According to Nancy, Deb has accomplished everything through her dedication to her profession, “caring for every individual, going the extra mile over and over again, looking for a better way, taking calculated risks, being an “early adopter,” having a professional attitude, being ethical.”

Deb was selected to receive this year’s Lonergan Award by a committee comprised of the award’s previous recipients: **Lynn DeVivo, David Coombs, Dee Martin, and Jean Desany.**



Volunteer NH! Wants Your Volunteer Hours!

by Alexis Walker

As a new feature on the Volunteer NH! website we are going to start tallying volunteer hours served in New Hampshire. All you have to do is e-mail the total volunteer hours served in your organization on a monthly, quarterly, or every so often basis. It’s up to you! Just send in the following information to Alexis@volunteernh.org:

- Your Name
- Your Organization
- Time Period covered
- Total volunteer hours for that period

The Volunteer NH! website will start the ticker going as soon as we have some hours to report. Don’t wait! Make sure your volunteers’ hours are counted!

Staying Legal... Human Resources and the Law for Nonprofits

April 9, 2003
9:00 am-4:00 pm
Holiday Inn
172 North Main Street, Concord, NH
Directions: www.holidayinn-concord.com

REGISTRATION

Please notify NHCN no later than one week prior to seminar with requests for special accommodations (dietary, hearing, visual, etc.)

Seminar Registration Fees

- ___ \$65 NHCN Member
- ___ \$95 Nonmember

- ___ No. of people attending
- ___ Total amount enclosed

Please send your registration, including your agency’s check payable to:

NH Center for Nonprofits
10 Ferry Street, Suite 310
Concord, NH 03301

Phone: 603/225-1947
Fax: 603/228-5574
info@nhnonprofits.org
www.nhnonprofits.org



**DIRECTIONS TO
NHAVA MEMBERSHIP MEETING
APRIL 17, 2003**

American Lung Association of NH
9 Cedarwood Drive, Unit #12, Bedford, NH
Phone: 603/669-2411

From the South

Take I 93 North, Bear LEFT onto 293/101 West
Bear LEFT onto 293/101 West
Take RIGHT onto Route 3 South (known as Macy's Exit)
Bear to RIGHT at light (office is about 1.5 miles from here)
Go under highway staying in either lane
Go through two sets of lights
Look for Napa Auto Parts on right (bright blue building)
Take NEXT RIGHT onto CEDARWOOD DRIVE
Go to circle, take RIGHT into Cedarwood Park
American Lung is Unit #12

From the North

Take I 93 South to I 293
Take Exit 3 bearing RIGHT immediately to 101 West, Bedford
(Macy's exit)
Take immediate RIGHT onto Route 3
Bear RIGHT at light onto Route 3 South (office is about 1.5
miles from here)
Go under highway staying in either lane
Go through two sets of lights
Look for Napa Auto Parts on right (bright blue building)
Take NEXT RIGHT onto CEDARWOOD DRIVE
Go to circle, take RIGHT into Cedarwood Park
American Lung is Unit #12

Directions (Continued)

From the Seacoast

Take I 95 South to 101 West (take right before I95 toll booth)
Bear LEFT onto I 93 South to 101 West, then bear RIGHT once again onto 293/101 West
Take Route 3 South (known as Macy's exit)
Take immediate RIGHT onto Route 3
Bear RIGHT at LIGHT onto Route 3 South (office is about 1.5 miles from here)
Go under highway staying in either lane.
Go through two sets of lights
Look for Napa Auto Parts on right (bright blue building)
Take NEXT RIGHT onto CEDARWOOD DRIVE
Go to circle, take RIGHT into Cedarwood Park
American Lung is Unit #12

From Keene and Points West

Take 101 East to Route 3 South
Take left off exit onto Meetinghouse Road
Take RIGHT at light onto Route 3 South
(office is about 1.5 miles from here)
Continue past Manchester Country Club and go through next set of lights
(See directions from the North)

NH ASSOCIATION OF
VOLUNTEER ADMINISTRATORS
(NHAVA)
PO Box 3364
Concord, NH 03302-3364

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Treasurer

Don Hayes

Phone: 603/358-2665

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*Please note the deadline for submission to the **July 2003** NHAVA News is **June 6, 2003**. Send all correspondence to Jean Desany, e-mail: volaction@aol.com*

NHAVA News is published quarterly by the NHAVA Communications Committee.

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**NHAVA
Mission**

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



Celebrate
Volunteers

The Spirit of America!

national volunteer week
april 27 – may 3, 2003

NHAVA
PO Box 3364
Concord, NH
03302-3364

2003 NHAVA Board & Officers

Alexis Walker - President
Sue Rapter - Vice President/Program
Joan Lanoie - Secretary
Don Hayes - Treasurer
Jolee Chase
Don Chesnel - Legislative Comm.
Cova Greig - Membership Comm.
Judith Lonergan
Dee Martin - Judith Lonergan Award Comme.
Dave Poisson - Marketing/PR Comm.
Martha Richards
Gina Tillotson - Marketing/PR Comm.
Sherry Wheeler - Membership Comm.

**Membership Meeting
Agenda**

Informal Networking..8:30-9:00

Business Meeting 9:00

Newworking and Door Prizes9:30

Program10:00 - 11:00

*See the
directions to
this meeting on
page 10.*

“Therapeutic Animal Volunteer Program”
presented by Kristen Saykaly & Pat Hilton
This meeting hosted by Dee Martin of the
American Lung Association, Bedford.

**NHAVA
Membership
Meeting
April 17, 2003**