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I Found You on the Web!

Using the Internet to Connect With Potential Volunteers

by Susan Staples

New Hampshire citizens looking for ways to get involved in their communities and nonprofit agencies trying to reach a wider audience of potential volunteers may find their tasks a little easier thanks to an expanding number of volunteer centers throughout the state and a web-based matching tool called *Volunteer Solutions*.

With financial support from Fidelity Investments, Volunteer NH! has become an authorized user of *Volunteer Solutions* – an online database that the organization plans to offer statewide through six volunteer center satellites. Two other volunteer centers, the United Way of the Greater Seacoast Volunteer Action Center in Portsmouth and the United Way of Merrimack County Volunteer Center in Concord are also authorized users of *Volunteer Solutions*. Together with Volunteer NH! and its satellites, they form a new statewide network of nine volunteer centers with the abil-

ity to collect and share information about volunteerism in their respective regions.

The volunteer centers are unique to their regions and at varying stages of development. They range from older, well-established programs to newly organizing sites. Several of the centers are traditional volunteer centers and are adding *Volunteer Solutions* to a number of ongoing programs already in place. Other centers are just getting organized and will be primarily web-based to start. What they all share is a common goal of connecting potential volunteers with nonprofits that need them. *Volunteer Solutions* represents one way to achieve that goal by offering people and programs access to an online database of information about local volunteer opportunities.

The benefits? Users can shop online – a timesaving trend and a popular option often expected by consumers of all ages. ex-
(Continued to page 3.)

President's Message

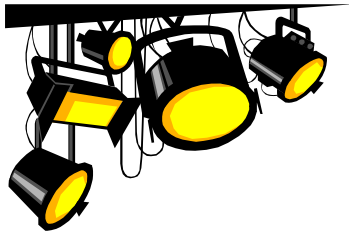


This year will mark the 21st Annual Governor's Conference on Volunteerism, "Volunteerism: The Spirit and Heritage of New Hampshire".

Lewis Feldstein, president of the New Hampshire Charitable Foundation and co-author of *Better Together*, will be this year's keynote speaker. Mr. Feldstein will also be available for a special book signing scheduled during the day.

The conference will be held on **Wednesday, May 19, 2004** at the New Hampshire Technical Institute in Concord.

As I look ahead to spring, what comes to mind is spring cleaning and sprucing up. This applies to work as well as home. I use this time of year to cull files/folders, clean storage areas, update my tickler files, and I make sure that I have all policies, procedures



Spotlight on Members

Sarah Boynton

by Letty Barton

Sarah Boynton, the Activities Director of **Villa Crest Retirement Community** in Manchester attended her first NHAVA meeting in January. She felt very welcome and gained some great new ideas.

New ideas seem to be Sarah's forte as she has just completed a state approved certificate course for activities directors. She spent 180 hours in the program through St. Joseph's Hospital with half the required work being in the classroom and half in a practicum. Here she logged 90 hours in direct patient contact and followed up with papers and projects. If Sarah sounds like an ambitious go-getter you have the picture clearly.

For someone who has held her position for only about six months, we find Sarah managing a very active department that she is truly proud of. It is one that has made considerable success within the facility. They see activities not as just

"something to do" but as life pursuits. For example, there are about 50 students from Weston School matched with nearly 30 Villa Crest residents for monthly projects such as making valentines, seeing the school Christmas play, or bowling and pizza.

Other volunteers do one-on-one projects and an "adopt a grandparent" program is being developed. There are pet visitations and many special monthly programs which bring resident's families to the facility. Pictures of residents involved in activities are sent to family members to encourage the families to be more involved.

Sarah and her staff feel making volunteers part of a team and a group will foster the volunteer program to grow on its own. She proudly showed me the garden (with pond) and picnic area that residents have access to, which was designed and built by volunteers.

This eager and determined young lady prides herself in listening to her 144 residents and focusing on their interests. She wants to elevate the role of her department in the eyes of the other staff and families. One desire is to find ways her residents can volunteer in the greater Manchester community.

Not a newcomer to the field of long-term care, Sarah has come up through the ranks over the past 12 years. She has been an LNA and worked in medical records.

"I have always been a volunteer", says this resourceful gal. With her family she has helped build places of worship and worked with the elderly in her neighborhood. Volunteering is encouraged with the staff at Villa Crest and Sarah has been Villa Crest's coordinator for the Alzheimers Walk. One will always find Sarah right there doing her share whether in her facility or the community.

President's Message (Continued from page 1.)

and any regulations, that apply to volunteers in my orientation and training packets.

National Volunteer Week is April 18 to April 24. Take this opportunity to honor your volunteers for their time and efforts. If you are new to this profession, do not hesitate to call one of your NHAVA colleagues for assistance, not only with this initiative, but with any question related to volunteerism.

The NHAVA Board recently held its annual retreat on February 20. Please check this newsletter for retreat highlights, supplied by our secretary, Sherry Wheeler.

Please consider supporting NHAVA and its members by serving on the Board or become a member of a committee. Hope to see you at our 2004 Legislative Day.

- Sue Williams



NHAVA News is published quarterly by the NHAVA Communications Committee.

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Gina Tillotson

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NHAVA Board Makes Plans

Submitted by Sherry Wheeler

The NHAVA Board held its annual retreat on February 20 at the Volunteer NH! office in Concord. Facilitator Donna Carlson-Blatsos of Crotched Mountain Foundation helped the Board look back and ahead.

The Board reviewed last year's accomplishments, including a new NHAVA brochure, business cards, and the regional meetings. Items still in process are NHAVA's nonprofit status, increasing membership, improving NHAVA's image, and a cost analysis of future office space and staff assistance.

The Board also discussed long-range (five-year) goals: NHAVA becomes a recognized statewide authority; write fundraising and grantwriting plan; create

office space and hire staff; host a volunteer administrator's conference (i.e. risk management); and expand mailings.

The Board's 2004 goals for NHAVA are as follows:

- Recruit chair for Communications Committee
- Discuss a Public Relations Committee
- Develop an "information" packet for new members (i.e. risk management); assign mentors to new members or at least to new administrators
- Create additional member awards
- Strengthen link with membership process
- Provide education/training

Volunteer Solutions (Continued from page 1.)

The program is easy to use and managed by the volunteer professionals at each center who review and approve all information before the general public can view it. Citizens use zip codes and key words to search for opportunities in any area of the state. Information about registered organizations and opportunities is instantly available for them to view. And, with the click of a mouse, they can directly contact any organization for more details about opportunities that interest them. Once that initial connection is made, it is up to the agency and potential volunteer to take the next steps in determining whether or not the match is a good one.

Nonprofits wishing to register on *Volunteer Solutions* do so in a few easy steps. Staff at the centers assist them as needed and can also provide small group demonstrations. After an agency has registered

and submitted their opportunities, a site administrator in their region will review the information, contact the agency with any questions or suggestions, and then approve their listing within a couple of days. Once registered, agencies have online access to their own information so it is easy to update.

To learn more about volunteer centers and the potential to add *Volunteer Solutions* to their current recruitment strategies, volunteer administrators are encouraged to connect with the volunteer center in their region: *(Continued to page 6.)*

*Please note the deadline for submission to the **July 2004** NHAVA News is **June 4, 2004**. Send all correspondence to Jean Desany, at vac@snhs.org*

Mark Your Calendar



Next Membership Meetings

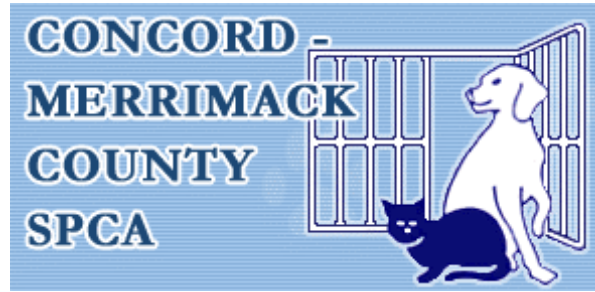
Legislative Day
Wednesday,
April 28, 2004

Wednesday,
July 14, 2004

Thursday,
October 14, 2004

2005 Annual Meeting
Wednesday,
January 12, 2005

Cornucopia Corner



by Sharo Johnson-Briggs

The Concord-Merrimack County SPCA was founded in 1910 to relieve the suffering and prevent cruelty to animals and to educate society on the importance of being just and compassionate to all living things. While the organization's goals remain the same today, it often expands upon and improves its activities as its knowledge of animals and human behavior grows. The Concord-Merrimack County SPCA responds to changes in society, technology, and the environment, while remaining true to its stated philosophy.

The SPCA is dependent on volunteers to assist with many aspects of the organization. Some of the volunteer assignments do involve one-to-one contact with the animals. However, many more are related to work that keeps the organization functioning. The SPCA simply could not function to the extent that it does in helping ani-

mals and serving the community without the valued contributions of volunteers.

SPCA volunteer opportunities include animal socialization, education and outreach, special projects/events, adoption follow-up, desktop publishing, web design, and more. Volunteers must commit to a minimum of four hours per month for six months (except special event volunteers), with their status then renewable with mutual agreement.

Volunteers must be at least 16 years of age (with proper training) to have immediate direct contact with the animals. Children may help the animals through a variety of offsite volunteer opportunities, including collecting items like food and litter, baking treats or making toys, and holding a car or dog wash, yard sale, or other fundraiser to benefit the Concord-Merrimack County SPCA.

Volunteer NH! Announces Executive Director

For more information call Tim Dupre at 271-7205 or 1-800-780-8058, or at timdupre@volunteernh.org.

www.volunteernh.org

Tim Dupre has accepted the position of Acting Executive Director for Volunteer NH!, New Hampshire's Resource on Volunteerism. Volunteer NH! houses the responsibilities of three previously existing entities; the Governor's Office on Volunteerism, the NH Commission for National & Community Service, and the NH Coalition on Volunteerism. Dupre has over 15 years of community service experience, and working with agencies statewide in administering AmeriCorps programs.

Volunteer NH!'s Executive Director

position is a four-year term. Dupre's responsibility will be to fulfill the remainder of this existing term, which ends August 31, 2005. Therefore, the title of Acting Executive Director will apply.

"Of the 50 state commissions on volunteerism and service," said David Lamarre-Vincent, Chair of Volunteer NH!. "VNH! is one of the best. Mr. Dupre understands this world from the inside and out. He will be a great advocate for volunteers, volunteer agencies, and all forms of national service in NH."

DVS-On-Call Program

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



Month	Name	Agency	Organization
April	Joan Lanoie	Memorial Hospital 356-5461 x291 joanlanoie@tmhf.org	Recruitment Retention
May	Sherry Wheeler	Crotched Mountain Foster Grandparent Prog. 668-1990	Recruitment Placement Sr. Advocacy
June	Nancy Evans	UNH Cooperative Ext. 225-5505 nancy.evans@UNH.edu	Recruitment Interviewing Recognition

Calling for Nominations for the Peg McGarity Award for Outstanding Volunteer Management

The 21st Annual Governor's Conference on Volunteerism will be held on May 19, 2004 at the New Hampshire Technical Institute in Concord, NH.

Don't wait for the Conference brochure - send in your nominations for the prestigious Peg McGarity Award now. This annual award for outstanding volunteer management was created by former Governor John Sununu in the name of Peg McGarity, to honor volunteer administrators and to salute their excellence in leadership and management in New Hampshire. Peg McGarity brought 17 years of experience to her position as executive director of the Governor's Office on Volunteerism, where she promoted volunteerism and professional volunteerism across the state.

Please share this message with your organization's managers, supervisors, and administrators.

For more information about the Peg McGarity Award contact the Governor's Conference on Volunteerism, please contact Lois Meredith at 224-3452 or Dee Martin at 669-2411.



Robin Albert Receives Lonergan Award at NHAVA Annual Meeting

by Gina Tillotson

Robin Albert received this year's **Judith Lonergan Award** at NHAVA's Annual Meeting. Robin is the director of the Volunteer Action Center at the United Way of the Greater Seacoast. She was instrumental in (BIO INFO?).

State health department official Stephen Tomajczyk addressed the role of volunteers in disasters as the featured guest speaker. NHAVA Committee Chairs also recognized their volunteer committee members during the awards portion of the annual meeting.

During the business meeting, members approved NHAVA's 2004 budget. Committee Chairs also presented their reports. The Nominating Committee thanked Board members **Joan Lanoie**, **Martha Richards**, **Gina Tillotson**, and **Sherry Wheeler**, who are leaving their positions. New Board members appointed and welcomed include **Lynn Saltonstall**, NH Association for the Blind, and **Robin Albert**, director of the Volunteer Action Center of the United Way of the Greater Seacoast.

The cost effectiveness of the annual meeting luncheon being included in membership dues was discussed. All agreed that dues should cover membership meetings, the newsletter and mailings, and other organizational expenses. However, a motion was passed unanimously to allow the Board to request an additional fee to cover all

Volunteer Solutions (Continued from page 3.)

Coos County

The volunteer center is administered by RSVP and sponsored by Tri-County Community Action Program. Kathryn McKenna is serving as site administrator and can be reached at 752-4103.

Carroll County

This volunteer center is currently being organized and will be administered by RSVP sponsored by the North Conway Community Center. Benny Jesseman will serve as the site administrator and can be reached at 356-9331.

Grafton/Sullivan County

The Upper Valley Volunteer Center is another newly organized center that is actively promoting *Volunteer Solutions* to nonprofits in their area. The center is administered by RSVP, and sponsored by the Grafton County Senior Citizen Council. Teresa Volta serves as the site administrator assisted by Kimberly Small, VISTA volunteer. They can be reached at 448-1825.

Belknap County

Belknap-Merrimack Community Action Program sponsors the Lakes Region Volunteer Center. This center is just opening and is the result of the efforts of a number of community-based organizations working together to fill this need in the Lakes Region. Nancy Walker will serve as the site administrator and she can be reached at 528-6569.

Monadnock Region

The Monadnock Volunteer Center, which is sponsored by Monadnock Family Services, acts as a central clearing house for volunteer opportunities throughout the Monadnock region. The center has been in existence for 27 years and oversees a number of programs - the largest

being RSVP which will administer *Volunteer Solutions*. Geraldine Liebert is the administrator and can be reached at 357-6857.

Northern Hillsborough County

The Voluntary Action Center in Manchester is a well-established program of Southern New Hampshire Services. VAC has served the Greater Manchester area for 30 years with volunteer recruitment/referral assistance and consultation to agencies and corporations. Co-located with an RSVP station, VAC was the recipient of a "Spirit of NH" award in 2003 for its community project, "A Little Piece Of Home." Jean Desany serves as the center manager and can be reached at 668-8601.

Merrimack County

Merrimack County United Way's Volunteer Center is a newly organized center that began operations in August 2003. It is primarily web-based at this point in its development and has been conducting outreach to nonprofit agencies in Merrimack County to promote their use of *Volunteer Solutions*. Site administrator Rebecca Phelan can be reached at 224-2595.

Eastern Rockingham/ Strafford County

United Way of the Greater Seacoast's Volunteer Action Center is a well-established program that has been in existence since 2000. The VAC provides the Seacoast Region with volunteer referral, volunteer management training, community workshops, and corporate services. This center has been very active in using *Volunteer Solutions* to connect volunteers with opportunities and has several hundred agencies registered. Site administrator, Robin Albert can be reached at 436-5554 x 36.

Southwestern Rockingham / Southern Hillsborough County

Volunteer NH! is currently acting as site administrator for these areas of the state while plans for coverage of these areas are further developed. Jen Greer, Communications Coordinator for Volunteer NH!, is acting as site administrator and can be reached at 271-7200.

ANNUAL MEETING (*Continued from page 5.*)

or part of the cost of lunch during next year's annual meeting.

The membership also approved a proposed addition to NHAVA's by-laws regarding a conflict of interest policy. **Judith Lonergan** explained the policy is necessary in order to register with the state as a nonprofit organization.

Next year's annual meeting will be held on January 12.

**National
Volunteer Week
April 18-24, 2004**

Here's how several NHAVA members are planning to celebrate:

"I'm having a volunteer reception on April 21 (during THE week!) at the lovely Iron Horse Gallery in Bristol. It's our second time there which is a great spot considering this is an arts and crafts store and we have volunteers from our Friends of the Arts Regional Arts Council. We get local donations of great food, chocolates, and fresh plants — the store does a 10% shopping discount and a door prize — and for the first time, I've ordered some nice pins from Positive Promotions that the volunteer can wear during their volunteer service. It's a gala event, well-attended and not too costly!"

-Martha Richards
Friends of the Arts
(Continued to page 7.)

DIRECTIONS TO
NHAVA MEMBERSHIP MEETING
WEDNESDAY, APRIL 28, 2004

Holiday Inn, Concord
Legislative Office Building, Concord
State House, Concord

From the North: I-93 to exit 14. At the bottom of the ramp, take a right, go to North Main St., Take a right, pass the Holiday Inn, then take an immediate right into the parking lot.

From the South: I-93 to exit 14. At the bottom of the ramp, take a left, go to North Main St. Take a right, pass the Holiday Inn, then take an immediate right into the parking lot.

From the Seacoast: I-393 West to the end. Take a left onto North Main St. Go several hundred yards then take a left just before the Holiday Inn.

NHAVA Mission

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

Volunteer Week (Continued from page 6.)

“For volunteer week we have planned a pizza bar with decorations, desserts, and music. We are also putting together a video of pictures of our volunteers and setting it to music. We will also each say a special thank-you on the video tape. Just an overall fun afternoon, very laid back.”

-Kate Bugeau
Servicelink Coos County

“During volunteer week, my site supervisors give out letters, which I have written, thanking the volunteer, and each receives a special card and bookmark. I mail out thank-you cards to those volunteers who come in only occasionally. I also send my site supervisors a special thank-you as well. In May, I have a very nice recognition luncheon and certificate ceremony with special entertainment and a keynote speaker. There are recognition gifts at each setting (this year, a mini tote with a stationary set) and door prizes.”

-Sue Williams
New Hampshire Hospital

NHAVA LEGISLATIVE DAY

An exciting day for NHAVA members and their guests.

- Start with a full hearty breakfast.
- Learn how to influence legislation and how to communicate effectively with your local representatives and state senator.
- Learn what goes on at a committee hearing when a bill is being considered and how you can participate in the process.
- Receive a packet of educational information.
- Observe committee hearings in the Legislative Office Building
- Take a guided tour of New Hampshire's historic State House.

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Agenda

8-8:30 Registration - Holiday Inn

8:30 Breakfast

Welcome and NHAVA business

Speaker: **State Senator Andrew Peterson**

Overview of the rest of the day

10:00 Legislative Office Building to observe committees in action. (Cars may be left at the Holiday Inn. It is about a 5-minute walk to the LOB.)

Lunch on your own. A list of restaurants will be provided.

12:30 State House Tour. Following this, you are welcome to go back to committee hearings, to check out the extensive collection of books on volunteerism in the State Library, or to visit other state or historic buildings in the area.

Registration Information: Each NHAVA member is welcome to invite 2 guests. The room capacity is 70, so we will accept the first 70 reservations then start a waiting list. **Cost:** No cost for NHAVA members. **Guest fee is \$14** to cover the meal, educational materials and other related expenses. Pay at the door, checks payable to NHAVA.

Register with Judith Lonergan for you and your guest(s): Name, Phone

#, e-mail address. **By e-mail (preferred): lonerganj@aol.com**

Snail mail: 149 East Side Drive #270, Concord, NH 03301

Phone:(603)224-6675

Questions? Contact a Legislative Committee member:

Don Chesnel, Judith Lonergan, Sue Williams,
or Carolyn Gargasz.

**NHAVA
Legislative
Day
April 28 2004**

**See
directions
on page 7.**

**Registration
Deadline:
April 23**