

January 2004

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The Role of Volunteers in Disasters to be Highlighted at Annual Meeting

by Gina Tillotson

State health department official Stephen Tomajczyk will discuss the role of volunteers in disasters as the featured guest speaker at NHAVA's Annual Meeting on January 14 at the Cat 'N Fiddle in Concord.

As a FEMA-trained emergency manager who has been dealing with emergency preparedness and terrorism issues for 13 years, Steve will address the need for state government department heads to become volunteer administrators — and how they are panning to do it.

A graduate of the University of Michigan and the New York Institute of Photography, Steve is the author of 10 nonfiction books, and his works have appeared in People Magazine, Yankee, and Shutterbug. He specializes in military affairs,

counterterrorism, and emergency preparedness. Steve is nationally acknowledged as an expert on terrorism and has been routinely interviewed by major media outlets — including FOX Television in the aftermath of the September 11th terrorist attack.

Early in his public health career, Steve served as a communications consultant to the CDC, where he helped develop their first social marketing campaign, "America Responds to AIDS."

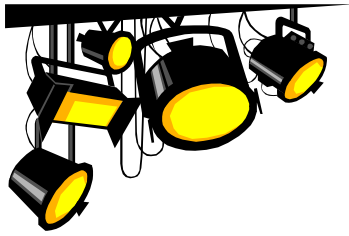
The Annual Meeting will open with a brief business meeting followed by a formal networking session, where four NHAVA members will share their personal ways to recognize volunteers based on their budgets. The annual awards luncheon will follow Steve Tomajczyk's presentation.

President's Message



As I follow in the footsteps of some great leadership for NHAVA, I will continue, with your guidance, to promote our organization as truly professional, whose members are leaders in the field of volunteer management. We should be respected and recognized by our government officials and the staff at our respective facilities/hospitals/organizations for our expertise in managing volunteer activities. I would like to suggest the development of a strong media relationship. We need to let people know who we are and what great things we do with limited resources while we manage multiple tasks on a daily basis. No one can be an effective leader without feedback. I hope you will feel free to contact me about suggestions or concerns that you may have.

(Continued to page 3.)



Spotlight on Members

Arlene Magoon

by Letty Barton

We all remember 9/11/01 as having a huge impact on our lives. For **Arlene Magoon** it was the unofficial start of a new job. Arlene was scheduled to begin work at the Nashua Red Cross as volunteer administrator on September 19, 2001. But when disaster struck the nation she figured the chapter could use her services early, so she volunteered for a week before she became officially employed.

Arlene likes the energy of her volunteers and their willingness to help. She supervises a paid staff of six and numerous volunteers. Many volunteers are instructors for the various classes Red Cross offers while others assist with administrative duties. Volunteers, from teens to seniors, can also be found fundraising, assisting with mailings, or helping with special events.

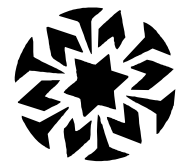
In her current position as volunteer administrator and director of health and safety, Arlene oversees programs such as CPR, First Aid, SASSI for seniors, Stress Management, and Masters of Disaster, and Facing Fear for teens. This cheerful and outgoing lady says her volunteers have a big impact on the community for the simple reason the more volunteers she has, the more classes can be offered to the community and the more lives can be saved.

Arlene, who formerly ran a nanny service, recruits her volunteers through the Web and by word of mouth. She also benefits from some that come to her to do community service in lieu of paying speeding tickets. Arlene says it is heart-warming to have the volunteers feel welcome and she strives to make the volunteer experience a positive one. Her biggest challenge in working with volunteers is with retention, like so many of us.

A member of NHAVA for about a year, Arlene finds the networking very helpful and appreciates the support she receives from others in the field. She hopes to draw more volunteer administrators from the Nashua area into NHAVA. (Go, Girl!)

Somewhere along the line, Arlene has time to enjoy traveling and camping with her husband and 17-year-old daughter, who volunteers at the Nashua Chapter. They also have an older son and another daughter. Favorite free-time activities include watercolor painting, cooking, and kayaking.

Arlene believes that volunteering runs in families. If families introduce children to the concept, they will continue to volunteer in later life.



Committee Reports

Program Committee — Dave Poisson

The Program Committee met recently and fine tuned the program for the Annual Meeting with a new component, which we hope will answer questions generated from the last set of evaluations. During the hour-long networking session from 9:30 to 10:30 four NHAVA members will speak about their personal ways of recognizing their volunteers based on their budgets (We all know about those cutbacks!) — from flowers to brunches to certificates, etc.

Your input will be encouraged, too, as new ideas of honoring our volunteers are needed. We look forward to seeing a lot of participation at the Annual Meeting on January 14 at the Cat 'N Fiddle Restaurant.

-Martha Richard

Legislative Committee — Don Chesnel

The Legislative Committee is planning another NHAVA Legislative Day. It's scheduled for Wednesday, April 28, during National Volunteer Week, in Concord.

Activities will kick off with a breakfast at the Holiday Inn. Stay tuned for more details.

Membership Committee — Cova Greig

Membership committee members meet directly after the quarterly membership meeting. Continue to send any corrections or changes in your membership contact information to Cova at c.greig@fmhospital.com.

Communications Committee — Gina Tillotson

Members can look forward to more photos on the website — Webmaster **Dave Poisson's** new digital camera will facilitate adding images to our site. Please contact Dave with changes and/or additions to the website. NHAVA.org also will soon feature a "job bank," listing open positions at members' organizations.

-Gina Tillotson

PRESIDENT'S MESSAGE (Continued from page 1.)

As you may know, or for some reason you do not, Alexis is now the Executive Director for the volunteer center in Phoenix, Arizona. She and her significant other love the climate and people and have put their jet ski on the lake to enjoy while we dig out from underneath the snow. I am including her contact information. Thank you all for the hard work you do. May the many gifts you give come back to you in 2004!

Alexis.walker@volunteerphoenix.org
Central Phoenix Office
722 East Osborn Road, Suite 400
Phoenix, AZ 85014
Phone: (602) 263-9736
Fax: (602) 264-9555



Happy Holidays!

-Sue Williams

Mark Your Calendar



Membership Meetings

Annual Meeting

Wednesday,
Jan. 14, 2004
Cat 'N Fiddle
Concord

Legislative Day

Wednesday,
April 28, 2004

Wednesday,
July 14, 2004

Thursday,
October 14, 2004

2005 Annual Meeting

Wednesday,
January 12, 2005

Cornucopia Corner



The Spirit of New Hampshire Awards

by Gina Tillotson

The Spirit of New Hampshire Awards were presented for the first time in November. The awards, organized by Volunteer NH!, recognize outstanding contributions at the state level, augmenting the many local and regional volunteer recognition events that occur throughout New Hampshire.

Volunteer Service Awards were presented to individuals in the categories of youth, adult, senior, group, and national service. Volunteer Champion Awards were given to entities that support volunteerism, including nonprofits, faith-based organizations, service clubs, businesses, government, and education.



The recipients included NHAVA member **Don Chesnel's** organization, the Rochester Elks Lodge #1393, which was honored for its programs involving youth, veterans, scholarships, and community service.

The Voluntary Action Center of Southern New Hampshire Services was recognized for its campaign called "A Little Piece of Home." Coordinated by NHAVA member **Jean Desany**, the initiative collected, sorted, and packed 20 tons of items for our troops overseas last spring.

New Hampshire First Lady Denise Benson presented the awards.



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 Webmaster Dave Poisson.

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.



<i>Month</i>	<i>Name</i>	<i>Agency</i>	
December	Lynne DeVivo	Lakes Region General Hospital Ldevivo@lrgh.org	Volunteer Mgmt. Recognition, Retention
January	Jolee Chase	UNH Cooperative Extension 4H Youth Dev., Milford jolee.chase@unh.edu	Recruitment Training
February	Don Hayes	Keene State College 358-2665 dhayes@keene.ed	Vol. Mgmt Community & Board Developmt.
March	Cova Greig	Frisbie Memorial Hosp. 332-3100 x8329 c.greig@fmhospital.com	Event Planning Multi-tasking Organizational
April	Joan Lanoie	Memorial Hospital 356-5461x291 joanlanoie@tmhf.org	Organization Recruitment Retention
May	Sherry Wheeler	Crotched Mountain Foster Grandparent Prog. 668-1990 sherry@cmf.org	Recruitment Placement Sr. Advocacy

NHAVA to Become State Nonprofit: Proposed Change to Bylaws

In order to register with the state as a nonprofit organization, NHAVA must adopt a conflict of interest policy. The following **proposed addition to our bylaws, Article V - Officers and Duties**, will be brought to a vote at the Annual Meeting:

Section 8: Conflict of Interest Policy

When any matter comes before the Board in such a way as to cause a potential conflict of interest, the affected Director shall make known the potential conflict, verbally or in writing. If a majority of the remaining Directors deem that there is a conflict of interest, the affected Director shall withdraw from the portion of the meetings for as long as the matter is discussed. If the matter is brought to a vote, the affected Director shall not vote. The minutes of the meeting(s) shall reflect that a disclosure was made, the affected Director withdrew during the discussion of the matter, he/she abstained from voting, and the actual vote itself.

If the change in our bylaws is approved at our Annual Meeting, an application will be submitted to the Attorney General's office. With the adoption of the conflict of interest policy, NHAVA could become a registered nonprofit in 2004.

Increasing NHAVA Membership

Thanks to all who have paid their 2004 membership fee. If you have not, please don't hesitate, do it today! Remember, your paid membership includes a *free lunch* at the **Annual Meeting**. Please note, new members joining after July 1, 2003 are assessed one-half the annual dues. (\$35.00 annual) Membership is personal and non-transferable. We must receive your membership fee in time to for us to include you in the January 2004 membership directory. An updated membership list will be available at the Annual Meeting to all 2004 paid members.

This is the best time to recruit new members. At the beginning of a new membership year, one can fully benefit from the educational opportunities, colleague networking, shared resources, legislative updates, and the quarterly newsletter. Do you know someone who might be interested? The membership committee surely would appreciate your help. As members of NHAVA, we should all strive to spread the word to individuals who are responsible for the administration of volunteer services. The total membership for 2003 is 77 members. I would like to see us attain a goal of 100 new members for 2004. It would only take 23 of us to bring in a new member to reach that goal. With your help I know we can do it.

-Cova Greig, Membership Committee Chair

October Membership Meeting Summary

by Gina Tillotson

NHAVA Treasurer **Don Hayes** hosted the October membership meeting at Keene State College.

During the meeting, it was announced that **Alexis Walker** had accepted a position in Phoenix, Arizona as director of the county volunteer center. Alexis was presented with a special card and farewell gifts from NHAVA. Vice President **Sue Williams (Rapter)** has assumed Alexis' duties as NHAVA president.

Legislative Chair **Don Chesnel** mentioned several bills of interest and the idea of a "national" phone number to assist seniors and people with disabilities. He shared some HIPPA information, adding that we be "especially sensitive to information of our volunteers." Don also announced that NHAVA Legislative Day is set for April 28 in Concord.

and business forms, were going to help current NHAVA mem-

Bob Cheever, presented a pro-competencies" their message: "Volunteers are doing great things that should be passed to others." was performed.

Following the membership meeting and a luncheon, **Judith Lonergan** facilitated a workshop — "mini summit" — on "Volunteer Administration: Times They Are A Changing." A panel of members with longevity in the field explained the changes they have experienced over the years. Members then shared helpful ways to cope with changes.



DIRECTIONS TO
NHAVA MEMBERSHIP MEETING
JANUARY 14, 2004
CAT 'N FIDDLE, CONCORD, NH

I-93 NORTH & SOUTH to Exit 13:

I-93 to exit 13; from south turn right at exit; from north turn left at exit; continue through traffic lights up the hill. The Cat 'N Fiddle Resturant is on the right at top of hill.

From the Seacoast:

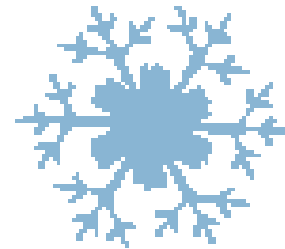
From I-393, take I-93 South, to exit 13; turn left at exit; continue through traffic lights up the hill. The Cat 'N Fiddle Resturant is on the right at top of hill.

From the West:

Take I-89 to I-93 North, to exit 13; turn right at exit; continue through traffic lights up the hill. The Cat 'N Fiddle Resturant is on the right at top of hill.

**Agenda of the
Membership Meeting**

8:30 - 9:00 Registration
9:00 - 9:30 Business Meeting
9:30 - 10:30 Formal Networking
10:30 - 11:30 Speaker:
Steve Tomajczyk
11:30 - 1:00 Awards Luncheon



Please note the deadline for submission to the
April 2004 NHAVA News is March 6, 2004.
Send all correspondence to Jean Desany, e-
mail: volaction@aol.com

NHAVA News is published quarterly by the NHAVA Communications Committee.
Co-editors: Jean Desany
Gina Tillotson
Managing Editor: Carol Heath
Writer/Proofreader: Letty Barton
Distribution: Jean Desany

**NHAVA
Mission**

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

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**NHAVA Annual Meeting
January 14, 2004
Cat 'N Fiddle, Concord, NH**

Name: _____

I will attend the Luncheon Buffet.

My 2004 Annual Membership has been paid.

Send this form by **January 5, 2004** to:

NHAVA

PO Box 3364

Concord, NH 03302-3364

See
directions to
the Annual
Meeting
on page 7.

*Your 2004 Annual Membership must be paid to
attend this meeting as it covers all costs.*

**Registration
Deadline
Jan. 5,
2004**