

NHAVA Newsletter

Volume 3, Issue 3 July 2000

Key to Getting Volunteers May Be a Name Change

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A recent report from the Christian Science Monitor has shed some light on the volunteer-recruiting mystery. People are more likely to volunteer if they don't believe they're volunteering, but rather "helping out."

While it doesn't seem likely that a simple wording change results in a substantial increase in volunteerism, it happened in the case of the United Way of Philadelphia. According to Nora Peters-Davis, head of the sociology department at Beaver College in Glenside, Pa., the United Way had trouble recruiting black residents when it went looking for "volunteers," but got a far better response when recruiters said they were looking for people to help the community.

So what makes "helping out" seem so much better than "volunteering?" Some experts have attributed the idea of "helping out" to the new call for self-reliance as a result of welfare reform, calling it an outgrowth of an informal tradition established long ago in minority communities, the Monitor reports.

According to Felicia Brown of the Points of Light Foundation in Washington, D.C., "It's called helping out — feeding a neighbor, taking care of their kids when needed — and people have been doing it to survive for generations."

Brown says the surprise of the rise in volunteerism is somewhat unwarranted,

because it's nothing new to inner-city people. She says that it's only now that people outside of the community have begun to notice, thus making the practice seem "new."

Help is coming in all forms, from all walks of life, and many of the new helpers were once in need themselves, the Monitor reports.

Jose Oliver, a volunteer in the South Bronx, knows what it's like to be homeless because he spent some time on the cold streets himself. In 1994, he went to St. Ann's Corner of Harm Reduction for help and discovered that he wanted to give a little back. So he's been volunteering ever since.

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The Christian Science Monitor reports that a number of inner-city groups looking for volunteer help have had great success by asking community members to pitch in, help out...anything but "volunteer." Why? Probably because the latter versions are friendlier, more personal, and more in the spirit of, well, helping out. (SOURCE: Philanthropy News Network -PNN ALERT Vol. 4 No. 63 April 26, 2000)

Liability Information

Submitted by Trish Churchill

(Article written by Linda Kasiewicz of the
Voluntary Action Center, 1990)

New Hampshire state law established liability protection for volunteers under the provision of RSA 508:17 in 1987; however *volunteers must have written authorization from the organization for which they volunteer to be covered under this statute.*

The intent of the law always has been to offer fairness to all and protection to volunteers, charitable organizations and especially the clients being served.

Volunteers of nonprofit organizations, including all those operated for religious, cultural, charitable, scientific, recreational, literacy, agricultural or educational purposes, are currently immune from civil liability under a few conditions. The volunteer must act in "good faith and within the scope of his or her official functions and duties." Should any mishap occur, the damage or injury must not have been caused by "willful, wanton or grossly negligent mis-

conduct" for this immunity law to absolve the volunteer of liability.

The law encourages organizations to be clear about what services and responsibilities volunteers should be performing and also to be aware of who volunteers for their organization and in what capacity. It discourages volunteers from acting on their own and hopes to promote responsibility of everyone's part. In truth, many organizations have little time to devote to organizing their volunteer staff, and the emphasis that the law places on requiring more clarity in these relationships is very important.

Many organizations do devote time and energy to manage well run volunteer programs, but others do not. We have observed practices, which are inefficient and sloppy, create misunderstanding, constant turnover of volunteers and leave organizations and volunteers vulnerable.

Very simple practices – like asking a

Sample Volunteer Letter

<Date>

Dear <Volunteer>:

You are hereby recognized as a volunteer of the (name of organization) which exists for the following purposes (list purposes). Your tenure as a volunteer will continue until your resignation or until your termination by the organization. The purpose of this letter is to comply with the provisions of RSA 508:17, the volunteer immunity law, as that law may be amended from time to time.

Thank you for your service.

<Volunteer's signature> <date>

<Organization's Representative's signature>

<date>

TITLE 52
Actions, Process, And Service Of Process

CHAPTER 508
Limitation of Actions

SECTION 508:17

§ 508:17 Volunteers; Nonprofit Organizations; Liability Limited. – I. Any volunteer of a nonprofit organization or government entity shall be immune from civil liability in any action brought on the basis of any act or omission resulting in damage or injury to any person if:

- (a) The volunteer had prior written approval from the organization to act on behalf of the organization; and
- (b) The volunteer was acting in good faith and within the scope of his official functions and duties with the organization; and
- (c) The damage or injury was not caused by willful, wanton, or grossly negligent misconduct by the volunteer.

I. Any person who is a volunteer of a nonprofit organization or government entity shall be immune from civil liability in any action brought on the basis of any act or omission resulting in damage or injury to any person if:

- (a) The nonprofit organization or government entity has a record indicating that the person claiming to be a volunteer is a volunteer for such organization or entity; and
- (b) The volunteer was acting in good faith and within the scope of his official functions and duties with the organization; and
- (c) The damage or injury was not caused by willful, wanton, or grossly negligent misconduct by the volunteer.

I-a. The following form shall be sufficient as a writing required under this section and shall serve as prima facie evidence of the approval required under paragraph I:

Dear _____:

You are hereby recognized as a volunteer of the (name of organization) which exists for the following purposes (list purposes). Your tenure as a volunteer will continue until your resignation or until your termination by the organization. The purpose of this letter is to comply with the provisions of RSA 508:17, the volunteer immunity law, as that law may be amended from time to time.

Thank you for your service.

_____ Date _____ Date

Authorized Officer Officer

I-a. [Repealed.]

II. Liability of a nonprofit organization for damage or injury sustained by any one person in actions brought against the organization alleging negligence on the part of an organization volunteer is limited to \$250,000. Such limit applies in the aggregate to any and all actions to recover for damage or injury sustained by one person in a single incident or occurrence. Liability of a nonprofit organization for damage or injury sustained by any number of persons in a single incident or occurrence involving negligence on the part of an organization volunteer is limited to \$1,000,000.

III. Nothing in this section shall be construed to affect any civil action brought by any nonprofit organization against any volunteer of such organization.

IV. Volunteer activity related to transportation or to care of the organization's premises shall be excepted from the provisions of paragraph I of this section.

V. In this section:

- (a) "Damage or injury" includes physical, nonphysical, economic and noneconomic damage and property damage.
- (b) "Nonprofit organization" shall include, but not be limited to, a not for profit organization, corporation, community chest, fund or foundation organized and operated exclusively for religious, cultural, charitable, scientific, recreational, literary, agricultural, or educational purposes, or to foster amateur competition in a sport formally recognized by the National Collegiate Athletic Association, and an organization exempt from taxation under section 501(c) of the Internal Revenue Code of 1986 organized or incorporated in this state or having a principal place of business in this state.
- (c) "Volunteer" means an individual performing services for a nonprofit organization or government entity who does not receive compensation, other than reimbursement for expenses actually incurred for such services. In the case of volunteer athletic coaches or sports officials, such volunteers shall possess proper certification or validation of competence in the rules, procedures, practices, and programs of the athletic activity.

Source. 1988, 280:1. 1990, 116:1-3, eff. Jan. 1, 1991. 1998, 255:1, 2, eff. Jan. 1, 1999.



Membership Committee Report

Chair: Maureen Skelly

We are pleased to report that we have reached our membership goal!

We presently have 85 paid members:

22 new members this year

63 returning members

There were 40 people in attendance at the April 26 NHAVA Membership Meeting including 9 guests.

Regional Contact Team

The Regional Contact Team has been organized for the 2000 membership year. They follow up with calls to new and potential NHAVA members in their county. They can also answer questions for members.

<u>County</u>	<u>Contact</u>	<u>Phone</u>	<u>E-Mail</u>
Belknap	Lynne DeVivo	527-2895	ldevivo@pop.lrg.org
Carroll	Cheryl Littlefield	367-9961	cheryl@lanmarknet.net
Cheshire	Geraldine Liebert	357-6857	gliebert@mfs.org
Grafton	Teresa Volta	448-1825	rsvp@valley.net
Merrimack	Nancy Spater	224-3452	rsvp@conknet.com
Rockingham	Robin Albert	436-5554	robin.albert@unitedway.org
Stratford	Cova Greig	332-3100	covaMG@aol.com
Hillsboro	Jean Desany	668-8601	VolAction@aol.com
Coos	_____	_____	_____

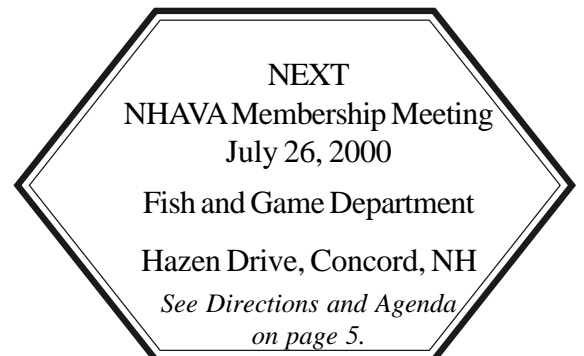
As you can see, we still have 1 county that needs a contact. If you are interested in helping, contact Nancy Spater, team leader, in Merrimack County.

Key to Getting Volunteers

Continued from page 1

With the newfound interest in volunteerism, places like St. Ann's are finding that they can diversify and offer more services to the needy. Once only a needle-exchange program at the height of the AIDS and crack epidemics in the South Bronx, it now provides services from education and training, to food and clothing for the homeless. The program is run by a seven-person staff, with much of the other work done by people who "help out" more than 900 hours a month.

So now that volunteering is being called helping out, communities are benefiting.



Valuable for all you are and all you do

Open to trying new things

Loyal and reliable day after day

Untiring in your willingness to help

Nice to be around

Thoughtful in so many caring ways

Eager to share your talents and skills

Energetic in every task you take on

Ready with a smile to brighten another's day

Special. That's what volunteers are!

Submitted by
Letty Barton

**DIRECTIONS TO NHAVA MEMBERSHIP
MEETING**

WEDNESDAY, JULY 26, 2000
AT NH FISH & GAME DEPARTMENT
HAZEN DRIVE, CONCORD, NH

From I93 NORTH at Exit 14:

Take a left at the light at the end of the exit ramp, passing under I93 and then through TWO sets of lights.

Go through the next light (Everett Arena will be on your left, Rocky's Hardware and Concord's Post Office on the right). Continue to top of the hill, get in left lane and take a LEFT at the light onto Hazen Drive. Follow the signs to NH Fish and Game Building. Fish and Game will be on your left.

From I93 SOUTH at Exit 14:

Take a right at the light at the end of the exit ramp. Go through the next light (Everett Arena will be on your left, Rocky's Hardware and Concord's Post Office on the right). Continue to top of the hill, get in left lane and take a LEFT at the light onto Hazen Drive. Follow the signs to NH Fish and Game Building. Fish and Game will be on your left.

From the Seacoast:

From Route 393, Hazen Drive Exit, take a left at the top of exit ramp, at the second set of lights, take a right onto Hazen Drive. Follow signs to NH Fish & Game which will be on your right.

Please note the deadline for submission to the October 2000 NHAVA newsletter is Sept. 3, 2000

Email all correspondence to the NHAVA email address or "snail mail" it to the address on the right..

Agenda
July 26, 2000 Meeting

9:00 AM Informal Networking

9:30 AM Business Meeting

10:15 - 10:45 AM Formal Networking

10:45 - 11:45 AM Education Session

Speaker: Cindy Huff
from United Cerebral Palsy,
Disabled Volunteers

***Mark your
Calendars***



**Next
Membership
Meeting**

July 26, 2000
Oct. 25, 2000

**Next
Board
Meeting**

Sept. 14, 2000
Dec. 14, 2000

NH ASSOCIATION OF
VOLUNTEER ADMINISTRATORS
(NHAVA)

PO Box 3364
Concord, NH 03302-3364
NHAVA Email @aol.com

President Donna Dodge
Phone: 603/663-2463
Email: ddodge@optima.org
Vice President Alexis Walker
Phone: 603/229-3401
Email: awalker@nhjtc.org

Secretary Trish Churchill
Phone: 603/224-9945
Email: tchurchill@sprnhf.org

Treasurer Debbie Cheever
Phone: 603/225-5505
Email: Deborah.Cheever@UNH.edu

Membership Survey Completed

We recently completed a survey of non-returning members. Not all questions were answered by everyone – not all people were reached.

38 non-returning members were contacted.

Following is the result.

Do you intend to rejoin NHAVA? 34% Yes 50% No 1 ?? unsure

Have you received a registration form? Yes - 25 No - 1 ?? - 9

Have you received the newsletter? Yes - 4 No - 8 ?? - 21

Would you like a registration form? Yes - 6 No - 12 ?? - 11

Why have you decided not to rejoin? 9 – no longer employed as volunteer administrator
7 – moved 4 – program relevance
2 – work schedule 1 – meeting time

Several had to choose between a work related professional organization and NHAVA, due to budget and time limits.

Results:

- Many Volunteer Administrators change jobs frequently. We have to follow up with them to either find them at their new job and/or encourage their replacement to join.
- Members would like to have some choices of workshops listed in the newsletter for future meetings.
- Time issues for many, make it difficult to participate in meetings.
- Travel distance to meetings makes attendance challenging for some people.
- Many people don't seem to recognize NHAVA mail. A colorful, recognizable outside page on the newsletter, or logo etc. might help people recognize and read the newsletter.
- We need everyone's help in bringing the NHAVA message to the always changing Volunteer Administrators in NH.



Welcome to New NHAVA Members

Sheryl R. Goedecke, American Cancer Society, Bedford
Linda Krisch, Visiting Nurse Services, Manchester
Marianne Pardoe, Monadnock Volunteer Center, Peterborough
Norah Sutton, Hunt Community, Nashua

Communications Committee
Report

Co-Chairs

Deborah Emery-Gigliotti

Phone: 800-640-7101 x112

Email: demerygi@cancer.org

Bill Brown Phone: 603/228-1551

Email: bbrown@riverbendcmhc.org

***Mark your
Calendar***



**Next
Membership
Meeting**

July 26, 2000

Oct. 25, 2000

**Next
Board Meeting**

Sept. 14, 2000

Dec. 14, 2000