

# NHAVA NEWS

July 2003

## WHAT DO YOU CALL IT?

by Judith Lonergan

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It is critical to risk management to be absolutely clear about who is a volunteer and who is an employee. One way to do this is to pay attention to the words we use for different aspects of volunteer service.

Why is this necessary? As our good friend in the NH Department of Labor, Cynthia Flynn, explains, everyone is a happy family until something bad happens. If a volunteer has an accident, he/she may ask for Workers Compensation with the following understanding: They (the nonprofit) gave me a job description; they call me an unpaid staff member; I have a performance evaluation just like everyone else, so I must be eligible for Workers Compensation.

The NH Dept. of Labor may become involved with the resolution. If not a Workers Compensation issue, using these same terms, with lines between paid and unpaid people unclear, a volunteer may think in terms of being an employee with many of the same expectations as a paid person. Volunteer - staff relationships become difficult. Both of these scenarios have occurred, and if you think about this, you may come up with more possibilities for problems.

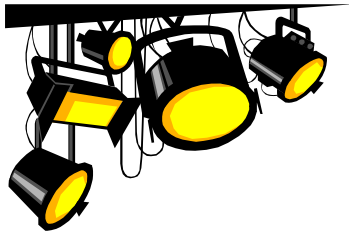
We can prevent confusion and a lot of hard work defending ourselves and getting out of messes by using terms for volunteers that are distinctly different from terms used for employees. Each organization is free to develop their own terms; the key is to differentiate between the two groups. Employees have job descriptions; volunteers have volunteer service descriptions. Employees

have performance appraisals; volunteers have service reviews. Employees are staff members; volunteers are members of the team. Employees have contracts; volunteers have volunteer service descriptions.

The recommended and preferred term in New Hampshire for identifying what a volunteer does, receives, etc. is "volunteer service description." In the early 1990s, volunteer administrators, the NH Dept. of Labor, and the NH Dept. of Justice's Charitable Trust Division, collaborated to find ways to avoid labor vs. volunteer disputes and problems. The term volunteer service description was agreed upon as a clear title for use in the volunteer sector. All partners benefit when standardized terms are consistently used.

A footnote to this is to praise New Hampshire for the excellent working relationship among those in the field of volunteerism, the Dept. of Labor, and the Division of Charitable Trusts. In many states, volunteerism and the Dept. of Labor have a strong adversarial position based on volunteers being seen as people taking away jobs. The good working partnerships in New Hampshire are the result of ongoing, honest, and open communication; and a willingness to work on problems together.

To continue to work in such a positive climate depends on all of us doing our part. Keeping volunteerism separate from employment by using different descriptive terms is one way that volunteer administrators can hold up our end of the partnership.



# Spotlight on Members

## Lynne DeVivo

*by Letty Barton*

Being a volunteer at Lakes Region General Hospital in Laconia led to Lynne DeVivo becoming the Director of Volunteer Services, a position which she has thoroughly enjoyed for the past 18 years. (Wouldn't this be an interesting statistic to track.) Lynne puts her bubbly personality and vivacious nature to good use as she supervises a corps of about 220 volunteers, mostly folks 50 years old and up.

Lynne enjoys the interaction with the volunteers and does not feel working with them is really work. She experiences a great sense of accomplishment and particularly enjoys developing new programs. The facility had the first pet therapy program in the state. Currently there are dogs visiting the hospital six days a week and they include a great variety of canines.

Other programs under Lynne's capable guidance are escort service, mail delivery, patient liaison in the ER, assistants in the pharmacy, and an all volunteer gift shop. Under development is a courtesy cart in the parking lot. Lynne says the hospital could not function without its volunteers.

In the summer there is a very active teen volunteer program with the teens filling many of the same roles as the adult volunteers. The youth assist in the labs, x-ray, offices, and a variety of other roles. Many times the volunteer roles lead to career opportunities for these young people.

Everyone in volunteer administration knows there are plenty of challenges. Lynne's biggest one is trying to make a good match for each of her volunteers. She finds the successful matches very rewarding. Lynne also notes there are more administrative responsibilities than in the past.

One of the most important roles Lynne plays is that of a good listener. Whether she is hearing about a new grandchild, a recent trip, or an illness a volunteer has experienced, Lynne is always willing to listen.

As a member of the original founding board of NHAVA, Lynne felt the folks in volunteer administration were all lone rangers until they had NHAVA to network through. She says the organization is vital to support new people in the field and to keep up the enthusiasm of the more experienced folks.

On a more personal note, Lynne is married and has two sons and a granddaughter, Gabby. She lives in Gilford but if you are near Newfound Lake this summer, look for Lynne hanging out in her favorite spot in the hammock with a relaxing novel.

A lady who is not satisfied with the status quo and feels volunteers are the frosting on the cake would just about summarize Lynne DeVivo.



*Lynne DeVivo*

# Committee Reports

## Program Committee — Sue Rapter

Mark your calendars now — our next membership meeting will be held in Keene, NH on **October 16<sup>th</sup>**. **Don Hayes** will be our host and **Judith Lonergan** and **Deb Cheever** will be the guest speakers, expanding on the *Competencies for Volunteer Administrators* program, that they collaborated on and previously presented to membership.

Following this meeting, the Program Committee is planning a “Mini Summit” for all Committee Chairs and their members. If you would like to join one of NHAVA’s great committees (Membership, Communication, Legislative, or Program), please plan on joining us. More information will be available before the October meeting.

## Legislative Committee — Don Chesnel

The Legislative Committee continues to work on various items and projects for NHAVA.

In this newsletter you will see an excellent article on risk management by Judith Lonergan. Titled “What do you call it?”, it looks at the important differences between a “volunteer” and an “employee,” including what we can do to ensure the definitions of these two types of people are maintained and preserved.

The Legislative Committee also continues to forward e-mail of legislative interest to the NHAVA e-mailing list. We would appreciate it if you could please provide this information to those who may not have e-mail.

On the back burner is the preliminary planning for another Legislative Education and Orientation Day in 2004. More to follow on that in future issues of the newsletter.

Thanks to all on the committee for their participation to date: **Judith Lonergan**, **Susan Rapter**, **Carolyn Gargas**, and **Katie Kiernan**.



*-Don Chesnel*

## Membership Committee — Cova Greig

Continue to send any corrections or changes in your membership contact information to Cova at [c.greig@fmhospital.com](mailto:c.greig@fmhospital.com). Please take the time to note the membership updates contained in ROLL CALL on page 5.

## Communications Committee

— **Gina Tillotson, Jean Desany**

Thanks to **Dave Poisson**, NHAVA has an attractive new promotional brochure. If you missed its debut at the Governor’s Conference, make sure you pick up a copy at the next NHAVA meeting. NHAVA business cards are also available to members — thanks to **Joan Lanoie**.

The NHAVA website is now being maintained by the multi-talented **Dave Poisson**, rather than a consultant. The site has been updated in Microsoft Front Page. Dave hopes to eventually convert our website to Dream Weaver software, which will enable us to enhance it. Please check any information pertaining to you and/or your organization to help us further update NHAVA.org.

*-Gina Tillotson*

**Mark Your  
Calendar**

**Next  
Membership  
Meetings**

July 16, 2003  
October 16, 2003

# Cornucopia Corner



## Society for the Protection of New Hampshire Forests

by Trish Churchill

In February of 1901, nine concerned citizens (*volunteers*) gathered in a tiny office in Concord to found the Society for the Protection of New Hampshire Forests (SPNHF) to help keep New Hampshire a quality state in which to live. One of America's first citizens' conservation organizations; its mission is "to preserve the forests through their responsible use and their complete reservation in places of special scenic beauty." The organization uses the acronym LEAF to explain its focus: land protection, education, advocacy, and forest management.

ronmental education, research, advocacy, and sustainable forest management. The Forest Society has grown into one of the country's most effective statewide land conservation groups and depends heavily on volunteer support to accomplish its mission.

Over 350 volunteers donated 9,500 hours during the last year – ranging from a one-time involvement to a weekly commitment of time. They are SPNHF ambassadors, supporters, and cheerleaders and include retirees, students, people in transition, young professionals, community groups, and corporate volunteers.



*Volunteer Dave Birchenough (left) breaks for lunch with staffers Gary Stansfield (center) and Jesse McNeil (right). SPNHF is in the midst of deconstruction project, in an effort to return the land to its natural state, at SPNHF's Welch Farm forest in Hancock*

SPNHF volunteers sit on committees, attend board meetings, extend office staff, steward properties, advocate in the legislature, lead solar and floodplain interpretive tours, photograph SPNHF lands and field trips, work on special events, share computer expertise, and so much more. They work at the organization's Concord headquarters--the Conservation Center--at its North County Center--Rocks Estate--and literally, out in the field.

SPNHF is a private, non-profit membership land trust that has helped protect over one million acres in the state. It has ongoing programs in land protection, envi-

The Forest Society's history is rooted in volunteerism, and volunteers have been a viable support system for 102 years, helping to keep New Hampshire *New Hampshire*.



## 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. By talking with a more experienced volunteer administrator, a participant can get answers to questions on such subjects as recruitment, recognition, and retention, learn about helpful resources, and/or be referred to other colleagues.

Volunteer administrators agree to serve as mentors for one month. They must be a member of NHAVA and have been active in the field for five years or more. If you are relatively new to the field of volunteer management, or just want to bounce a question off someone with experience and expertise, contact the designated person listed below. They will be glad to talk with you.

<i>Month</i>	<i>Name</i>	<i>Agency</i>
<b>July</b>	David Coombs	American Red Cross-Concord Area 167 N. Main St, Concord, NH 03301 Phone: 225-6697 <a href="mailto:coombsd@redcross-concord.org">coombsd@redcross-concord.org</a>
<b>August</b>	Trish Churchill	Society/Protection of NH Forests 54 Portsmouth Street, Concord, NH 03301 Phone: 224-9945 <a href="mailto:tchurchill@spnhf.org">tchurchill@spnhf.org</a>
<b>September</b>	Jean Desany	Southern NH Services/Voluntary Action Center 1915 Front St. Box 317, Manchester, NH 03102 Phone: 668-8601 <a href="mailto:volaction@aol.com">volaction@aol.com</a>
<b>October</b>	Nancy Spater	Merrimack County RSVP 97 Pleasant Street, Concord, NH 03301 Phone: 224-3452 <a href="mailto:rsvp@conknet.com">rsvp@conknet.com</a>

### New Members

**Bobbi Blades**, Program Assistant Phone: 228-6625  
Merrimack County Servicelink Fax: (603) 228-6623  
P.O. Box 1016 [bblades@mcservicelink.org](mailto:bblades@mcservicelink.org)  
2 Industrial Park Drive, Concord, NH 03302-1016

**Pamela Martell**, Volunteer Coordinator  
RSVP Phone: 436-4310 x130  
140 Court Street [seacoastrsvp@rcn.com](mailto:seacoastrsvp@rcn.com)  
Portsmouth, NH 0380

### Change of Address

**Nancy Beringer**, Field Executive  
Swift Water Girl Scouts  
Phone: (603) 627-4158  
One Commerce Drive Fax: (603) 627-4169  
Bedford, NH 03110  
[nberinger@swgirlscouts.org](mailto:nberinger@swgirlscouts.org)

### Renewals

**Carolyn Gargasz**, State Representative  
New Hampshire Legislature  
Phone: 465-7463 Fax: 465-7463  
P.O. Box 1223 [Cgargasz@cs.com](mailto:Cgargasz@cs.com)  
Hollis, NH 03049

**Linda Lozeau**, Coordinator of Volunteers  
Servicelink  
Phone: 752-6407 Fax: 752-1824  
610 Sullivan Street [coos@nica.net](mailto:coos@nica.net)  
Berlin, NH 03570

**Donna Wright**, Director of Volunteer Services  
Elliot Hospital  
Phone: 663-2463 Fax: 663-2759  
1 Elliot Way  
Manchester, NH 03103  
[dwright@elliott-hs.org](mailto:dwright@elliott-hs.org)

Roll Call

Roll Call

Roll Call

## April Meeting Summary

by Gina Tillotson

**Dee Martin** hosted NHAVA's April membership meeting at the American Lung Association of New Hampshire in Bedford. NHAVA's committees presented reports, with members being updated on the activities of the Program, Legislative, and Membership Committees. (See page 3.)

The Legislative Committee also reported that many bills relating to volunteer issues seem to be "doomed to failure," because the person who drafted the bill often lacked essential information. NHAVA needs to be proactive in educating the legislature regarding volunteer issues.

According to the Nominating Committee, NHAVA is currently maintaining a full board. However, an additional member is needed on the Nominating Committee.

**Robin Alpert** raised the issue of hazardous material data sheets. Although she located information on the internet, she is interested in how the data sheets are being utilized with volunteers. **Sue Rapter** shared that New Hampshire Hospital maintains a notebook in the general file and refers volunteers to it as needed.

May's Governor's Conference was discussed. Stay tuned for information regarding the Governor's volunteer recognition program..

**Alexis Walker** announced Volunteer NH! and the new Concord VAC are each purchasing a web-based volunteer matching system and data sharing opportunity (similar to the Seacoast VAC).

"Volunteer Solutions" will go "live" in late July, creating a statewide matching system. Training will be conducted around the state, which will enable organizations to add and change data.

## More Volunteerism Websites

Submitted by Jean Desany

Arts Volunteer Program Assessment,  
Strategic-Nonprofit-Resources  
Q&A's related to vol. mgmt. & admin.  
[www.volunteertoday.com/Connie.html](http://www.volunteertoday.com/Connie.html)

Association for Research on Nonprofit Organizations and  
Voluntary Action, [www.arnova.org](http://www.arnova.org)

Association of Volunteer Administrators, [www.avaintl.org](http://www.avaintl.org)

CAHHS Volunteer Sales Center [www.cahhs.com](http://www.cahhs.com)

Canadian Heritage Community Partnership & Voluntarism  
Collection; free materials from Canada  
[www.nald.ca/fulltext/heritage/compartne/pub\\_list.htm](http://www.nald.ca/fulltext/heritage/compartne/pub_list.htm)

CASAnet Free e-mail and listserves, [www.casanct.org](http://www.casanct.org)

Charity Channel American Philanthropy Review  
[www.charitychannel.com](http://www.charitychannel.com)

Charity Village, [www.charityvillage.org](http://www.charityvillage.org)

Chronic Philanthropy, [www.philanthropy.com](http://www.philanthropy.com)

Community Service Volunteers, [www.csv.org.uk](http://www.csv.org.uk)

Conservation projects around the world,  
[www.ecovolunteer.org](http://www.ecovolunteer.org)

Coollist: Free e-mail and listserve  
[www.coollist.com](http://www.coollist.com)

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### ROLL CALL - New Members (Continued from page 5.)

**Kim Marion**, North Country Vol. Coord.  
Appalachian Mountain Club  
PO Box 298  
Gorham, NH 03581  
Phone: 466-2721x192  
Fax: 466-2822  
[kmarion@amcinfo.org](mailto:kmarion@amcinfo.org)

**Lenora Kimball**, Executive Director  
Stepping Stones Drop- Asst.  
108 Pleasant Street  
Claremont, NH 03743  
Phone: 543-1388  
Fax: 543-0131  
[steppingstones1@earthlink.net](mailto:steppingstones1@earthlink.net)

**DIRECTIONS TO  
NHAVA MEMBERSHIP MEETING  
JULY 16, 2003**  
All Aboard the MV Mt. Washington!

**Directions to Weirs Beach:**

From **I 93** take **Exit 23**, follow **Route 104 East** to the end. Turn right on **Route 3 South**. Depending on traffic, it is an approximately 10 minute drive.

You will pass Burlewood Antiques, Harper's Boat Restoration, JB Scoops, Basket World, Tamarack Restaurant (**straight through this set of lights**), Fun Spot, Cedar Lodge, Kellerhaus, 1842 Inn, Weirs Beach Camping.

You'll soon be heading down a hill and will see the **Weirs Beach sign** on your left. Turn left at this sign and the boat will be docked on your right just down the street.

Approximate driving times:

**Concord** - 50 minutes

**Manchester** - 1 hour plus

**Nashua** - 90 minutes.

Pray for sunny weather!

*Please note the deadline for submission to the **October 2003 NHAVA News is September 6, 2003.** Send all correspondence to Jean Desany, e-mail: [volaction@aol.com](mailto:volaction@aol.com)*

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**NHAVA  
Mission**

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

The July 16, Membership Meeting will be aboard the MV Mt. Washington. The boat leaves the docks at Weirs Beach on Lake Winnepesaukee **promptly at 10 a.m. and will return at 12:30p.m.**



To make a reservation, send a check for **\$17.00** payable to NHAVA to:

Lynne DeVivo

Director of Volunteer Services

Lakes Region General Hospital

80 Highland St.

Laconia, NH 03246

Deadline is no later than **July 10.** (**Guests are welcome.**) After July 10, members must get their tickets on their own, at the boat, at a price of \$19.00. Questions? Call Lynne DeVivo, 527-2895

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## Membership Meeting Agenda

Welcome Aboard the M/S Mount Washington! The boat leaves the Weirs Docks at **10 sharp** and will return at 12:30p.m. We suggest that you plan to arrive early to get a good parking space. The business meeting will be short to allow members to enjoy the beautiful cruise on Lake Winnepesaukee. Our guest speaker will be **Sandy Moore-Beinoras**, RN and Employee Assistance Coordinator at LRG Healthcare. If you deal with difficult customers then this program is for you. Upon boarding, you will receive a handout that has the answers to a trivia test. From all correct entries, a winner will be drawn for an extra-special prize. There is a snack bar and gift shop on board.

*See  
registration  
infmation and  
directions  
on page 7.*

**NHAVA  
Membership  
Meeting  
July 16, 2003**

**Registration  
Deadline  
JULY 10**