



Motivating Volunteers with Maslow's Hierarchy of Needs

2020 Governor's Conference on Volunteerism

Wednesday, June 24, 2020

Volunteer NH hosts the annual **Governor's Conference on Volunteerism** in partnership with the Governor's Office.

The purpose of the conference is to educate, enhance skills, and provide professional development that will support and strengthen New Hampshire's volunteer programs and organizations.

Learn more by visiting VolunteerNH.org

Session Chat

[Attendees introduce themselves and answer the question "What's your go-to quarantine snack?"]

11:45:41 From Linda Morehouse to All panelists : Linda from Keene Community Education

11:45:44 From Leslie Griffin to All panelists : Leslie Griffin - FIT VISTA Program, go to snack: mixed nuts

11:45:49 From Jeannette Mendez to All panelists : Jeannette Mendez w/ Nutmeg Big Brothers Big Sisters. snack Wine

11:45:50 From Katie Pazienza : Good morning everyone! Feel free to introduce yourself here and let us know what your favorite quarantine snack is!

11:45:52 From Carol Raymond to All panelists : Carol Raymond Squam Lakes Natural Science Center varied snacks!

11:45:54 From Teresa Volta to All panelists : RSVP. popcorn.

11:45:56 From Catherine Dill to All panelists : go to snack - Pretzel Crisps

11:45:58 From Sandy O'Neill : Sandy O'Neill - OLLI at Granite State College - Anything with carbs!

11:46:00 From Amanda Storace to All panelists : Hi, I am Amanda from the Animal Rescue League of NH. My go to snack has been Oreos

11:46:00 From Matthew Hodgkiss to All panelists : My name is Matt Hodgkiss I'm from Family Promise of Southern New Hampshire. My go-to quarantine snack has been Cheetos.

11:46:03 From Ellen Green to All panelists : Ellen Green, Southwestern VT Council on Aging, Equal Exchange dark chocolate:-)

11:46:05 From Lisa Tetrault-Zhe to All panelists : Lisa Zhe, Families First (Community Health organization in Portsmouth). Go to snack during quarantine - chocolate, or any ice cream!!

11:46:05 From Jillian Schucart : Hi everyone! My name is Jillian Schucart. I am the Assistant Program Director for SJCS Meals on Wheels. My go to snack (as always) has been chips and salsa!

11:46:06 From Edwin James : EB everything is now a snack

11:46:06 From Melinda Campbell to All panelists : Hi, I'm Melinda and I'm an AmeriCorps member serving at the Central Vermont Council on Aging. My go to snack has been avocado on rice cakes (currently eating it right now!)

11:46:06 From Megan Brabec : Hi all! I'm Megan Brabec, Coordinator of Civic & Community Engagement at UNH. My current snack obsession is Trader Joe's mixed nut butter - I'm obsessed

11:46:12 From Elijah Schumacher : Hi, Elijah, Lakes Region Conservation Corps member with the Squam Lakes association here. I've been making a lot of burritos lately

11:46:14 From Elizabeth Wilcox to All panelists : Elizabeth Wilcox AmeriCorps leader at Vermont Housing and Conservation Board.. dark chocolate

11:46:18 From Paul Blazeovich : Hi! My name is Paul and I work for the Upper Valley Land Trust in Hanover, NH. Flamin Hot Cheetos have been my go-to!

11:46:18 From Mara Kavanaugh to All panelists : Hi! My name is Mara, I work with the Skowhegan AmeriCorps Outdoor Recreation Program and I have enjoyed many quesadillas recently!

11:46:20 From Deb Gardner to All panelists : Deborah Gardner Umaine Center on aging Senior Companion Program Downeast Maine. Hard boiled eggs. :)

11:46:24 From Deborah Mashibini-Prior : HELLO -- no "go to" quarantine snack, since I've been working the whole time -- Deborah from Visions for Creative Housing in Enfield.

11:46:26 From Pat Sicard to All panelists : Pat Sicard, RSVP of the Pioneer Valley. All snacks have been ok and I have gained 10 pounds to prove it.

11:46:26 From Priscilla Matos to All panelists : Priscilla Matos HH Recovery Corps EVERYTHING

11:46:26 From Madison Pierce to All panelists : My name is Maddie Pierce and I am an AmeriCorps volunteer in Maine. My quarantine snack has been cookies!

11:46:27 From Ginger Elliott to All panelists : Hi, Ginger Elliott from RSVP of the Pioneer Valley. Go- to quarantine snack is peanut butter toast.

11:46:27 From Tammy Downing : Hi, Tammy Downing from the Girl Scouts of the Green and White Mountains!!! ICE CREAM!!! Black Raspberry!!!

11:46:29 From Shawn Sutton : Hi, I'm Shawn in Henniker, volunteer with Family Promise of Concord. My favorite snack is natural almonds when I'm being healthy, otherwise Welch's Fruit snacks when I'm not!

11:46:30 From Jessica Vaughn-Martin : Jessica Vaughn-Martin, Granite United Way. Go to Snack has been Salt and Pepper Cape Cod Chips

11:46:31 From Miranda Hanson : Hi everyone, my name is Miranda Hanson - Resident Services at Portland Housing in Portland, ME. My go to is Girl Scout cookies

11:46:31 From Clare Cartheuser to All panelists : Hi everyone! My name is Clare and I am an AmeriCorps member through GoodwillINNE. My go-to snack has definitely been frozen bananas and peanut butter

11:46:32 From Mallory Brunet to All panelists : My name is Mallory from the Senior Companion Program, my go-to snack is chocolate covered fruit :)

11:46:33 From Anne Marie Yorio to All panelists : Hi! Anne Marie Yorio from Girl Scouts of the Green and White Mountains - chocolate

11:46:33 From Lorin Durand to All panelists : Lorin Durand, Careers CLiC. Lara Bars.

11:46:35 From Riché Colcombe to All panelists : I'm Riché...snack...pretty much anything so I stopped buying snack food.

11:46:37 From Stefanie Costello : Hello! Stef Costello from Town of Henniker Emergency Management. No quarantine here, so no go to snack!

11:46:38 From Erica Fuller : Hi I'm Erica with the Red Cross and currently Girls Scout Cookies!

11:46:38 From Lindsey to All panelists : Lindsey Merrill- dill pickles. NH AmeriCorps

11:46:38 From Molly April to All panelists : Hello! Molly from International Institute of New England. I have been making a lot of smoothies with the hot weather

11:46:38 From Gretchen B to All panelists : Gretchen Boswell, Northeast Kingdom Young Professionals Network, peanut butter rice cakes!

11:46:39 From Audrey Wedick to All panelists : Audrey Wedick, Lead Coordinator, Interlakes Community Caregivers. Quarantinis!

11:46:40 From Robert Jones to All panelists : Hi Sandy. This is Bob Jones from OLLI at Granite State College.

11:46:40 From Gene Kuczewski to All panelists : Gene Kuczewski, Souhegan CERT and NHDBHRT, red grapes

11:46:40 From Brittany Carmona to All panelists : Hi Brittany, Fidelity Investments in Merrimack, NH! Favorite snack is fruits!

11:46:40 From Johnathan Lemitelamy : Good Morning I'm in Goodwill AmeriCorps it's not deemed as a snack but I have been having a lot of tea :)

11:46:41 From Donna Fanny : Donna Fanny, Future In Sight grapes

11:46:42 From Donna Hepp to All panelists : Donna Hepp Belknap Co. Conservation District Dark Chocolate

11:46:46 From DeAnna Rice to All panelists : Hello... DeeDee from Loudon, NH. I am with the Girl Scouts of the Green and White Mountains, Volunteer Support Specialist. Yogurt, berries on rice cakes

11:46:46 From Katie Pazienza : I am Katie from Goodwill NNE AmeriCorps. My favorite quarantine snack is goldfish!

11:46:47 From Amanda Vachon to All panelists : Amanda Vachon- Director of the Strafford County Family Justice Center. Favorite snack forever and always- tortilla chips and salsa

11:46:47 From Patricia Paola to All panelists : AmeriCorps Member, serving at a homeless shelter in Central VT. Veggie strips...the snack type.

11:46:47 From Mary Roberge to All panelists : Mary Roberge - Volunteer AARP NH - cheese and chocolate

11:46:52 From Gretchen Stallings to All panelists : hi it's Gretchen from Volunteer NH.. popcorn!

11:46:56 From Paige Dahlke : Hi I'm Paige, I'm with the Maine Partnership for Environmental Stewardship, and I gotta go with peanut butter filled pretzels.

11:46:57 From Bev Cotton to All panelists : Bev Coot-n AARP Volunteer Co-chair- lots of fruit

11:46:58 From Adelia Weber to All panelists : Adelia, Goodwill AmeriCorps VISTA Leader— My go to changes... right now Ben and Jerry's 😄

11:47:01 From Evelyn Larkin to All panelists : Evelyn with Red Cross...chocolate!

11:47:04 From Amanda Coppa to All panelists : Hello! Amanda with Fidelity Investments. I've been going after popcorn!

11:47:05 From Aaron Brush to All panelists : Aaron Brush from the Southwestern VT Council on Aging. Tough one, but I would say pickles :)

11:47:08 From Margaret Taylor to All panelists : Maggie AmeriCorps and french fries

11:47:09 From Gretchen Stallings to All panelists : I'm now hungry

11:47:10 From Riché Colcombe to All panelists : I'm currently snacking on Choc. Teddy Grahams

11:47:11 From Kim Gatchell to All panelists : Hello! I'm Kim Gatchell from NH Hospital. Many favorite snacks but Dove dark chocolate is my go to :)

11:47:12 From David Soddors to All panelists : My name is David Soddors and I am the president of the Hillsborough County chapter of Sleep In Heavenly Peace, an organization that makes beds for kids who don't have beds of their own. Coffee!!!

11:47:12 From Lori Tsuruda to All panelists : Lori Tsuruda, Boston, People Making a Difference (PMD), homemade cocktails

11:47:13 From Karen Clark to All panelists : Hi everyone. I'm Karen Clark. I volunteer for Northeast Passage in Durham, NH. Bark thins!

11:47:14 From Eugene Grossi : Gene Grossi - USCG Auxiliary - frozen blueberries

11:47:18 From Christine Szalay to All panelists : Chris Szalay, Catholic Charities Maine. smokehouse almonds

11:47:29 From Cleora Ohar : Hello everyone, My name is Cleora and I am serving as an AmeriCorps VISTA at Nashua Community College in NH. My favorite snack is ice cream.

11:47:34 From Margo Cliche to All panelists : hi I'm Margo Cliche s'mores my favorite snack

11:47:35 From Peggy Verney to All panelists : Hi, Peg Verney here, from HH Recovery Corps, serving in North Conway, NH

11:47:36 From Zachary Nunnink : Zachary Nunnink Queen City Bicycle collective, dried pineapple

11:47:37 From Michael Banks to All panelists : Michael Banks AmeriCorps member

11:47:51 From Katie Pazienza : Welcome everyone!

11:47:54 From Carrie Limeburner to All panelists : Carrie Limeburner RSVP UMaine Center on Aging.

11:47:57 From Sharolyn Fortin to All panelists : Good morning - Sharolyn Franklin VNA & Hospice - Cheese Itz is my go to

11:48:00 From Lilo Bean to All panelists : I am Lilo from the Maine Partnership for Environmental Stewardship. My snack has been apple, peanut butter, and chocolate chips

11:48:45 From Jill Ross to All panelists : Jill Ross from David's House in Lebanon, I like all snacks, basically

11:49:24 From Paula Martel to All panelists : Paula Martel

11:49:41 From Francy Allgrove to All panelists : Francy Allgrove Ossipee Mountain Habitat for Humanity

11:50:11 From Lynne Walsh : I'm the volunteer coordinator at the Castle in the Clouds. My go-to snack this past 3-4 months are Hippeas - a crunchy chick pea snack

11:50:30 From Simone Talbot to All panelists : Hi I'm Simone from Goodwin Community Health and my favorite snacks are veggies, fruit, cheese, pbutter, crackers :)

11:51:44 From Joseph Bates to All panelists : hi my name is joe I work at north country serenity center in Littleton NH my go to snack is strip steak and boat loads of pasta

11:53:21 From Molly Plummer : Hello! my name is Molly Plummer I am an AmeriCorps member serving at Revive Recovery Center in Nashua NH My go to quarantine snack was potato chips

11:53:27 From Joseph Bates to All panelists : i am also the volunteer coordinator for the serenity center and i am also a recovery coach

11:55:26 From Aaron Brush to All panelists : I also manage the Senior Companion program in VT! :)

[Participants share examples of needs that someone may be lacking]

11:59:07 From David Sodders to All panelists : Kids don't have beds...

11:59:17 From Peggy Verney to All panelists : a lot of homelessness.

11:59:18 From Leslie Griffin to All panelists : House fire last year- lost everything but people and 2 of our pets

11:59:28 From Teresa Volta to All panelists : fear of catching the virus

11:59:36 From Timothy Carignan to All panelists : isolation

12:00:08 From Lisa Tetrault-Zhe to All panelists : Fortunately none of our volunteers are experiencing these types of situations. However, our homeless clients are experiencing many of these. We are lucky to have an amazing mobile health team who helps link these people to the resources they need.

12:08:36 From Deborah Mashibini-Prior : Sorry for my late post here in response to an earlier question about where the people we serve are in terms of physiological needs: The folks we support are doing pretty well in this regard because meeting these needs is part of the core service we provide.

12:09:23 From Deborah Mashibini-Prior : Our issues have been around keeping the people we serve safe, reducing staff to only those who are self isolating at home.

12:09:35 From Hope Motta to All panelists : others refusing to recognize the need for precaution

12:09:38 From Patricia Paola : It is now a chore to go out...any where, masks, sanitizer, etc

12:09:40 From Deborah Mashibini-Prior : And stopping all community based services -- we are just now beginning again.

12:10:00 From Deborah Mashibini-Prior : We wear masks on site all day at work now.

12:10:06 From Ellen Green : Keeping clients and volunteers safe with protocols

12:10:07 From David Sodders to All panelists : Going out into public where not everyone is following the safe distancing / mask guidelines...

12:10:08 From Hope Motta to All panelists : some not taking precautions

12:10:12 From Adelia Weber : How members can connect socially, but still be safe

12:10:14 From Megan Brabec to All panelists : I run the UNH volunteer program, but students can't really think about helping others if they don't know whether they themselves will be safe

12:10:17 From Joseph Bates to All panelists : getting to have people follow the guidelines we have in place

12:10:17 From Annie Dowling : some of our volunteers are elderly and high risk, so they cannot be in offices in their previous roles

12:10:18 From Mara Kavanaugh to All panelists : Perhaps sex as a basic need means deeper connection/vulnerability with another person/deeper relationship in general? Not sure if that connects with a different level on the hierarchy though.

12:10:20 From Lisa Tetrault-Zhe to All panelists : Seniors afraid to go to the grocery store, drug store, get gas, etc. And masks can be anxiety provoking.

12:11:17 From Mary Roberge to All panelists : I think they are speaking away from the computer and it becomes difficult to hear what is being said.

12:12:15 From Simone Talbot to All panelists : We miss our Sr volunteers, but working in a community health center during this time we can't have them in the building for their safety.

12:15:55 From Mara Kavanaugh : Perhaps sex as a basic need means deeper connection/vulnerability with another person/deeper relationship in general? Not sure if that connects with a different level on the hierarchy though.

12:16:34 From Lynne Walsh : I've had volunteers quit since they can't/won't wear masks for their 3-4 hour shift. Also many due to higher risk, which I totally understand.

12:16:52 From Leslie Griffin to All panelists : still social distancing, using every other cubicle for max capacity, wearing masks, handwashing, clean & disinfect communal surfaces (i.e.breakroom table) after you use it

12:17:07 From Deb Gardner : We are doing many of the same things in time of COVID and in preparation to get ready to start visiting again.

12:17:21 From Peggy Verney to All panelists : sexual gratification is a basic animal need. as humans we are capable of much more and of course that adds to the experience

[Participants share what their organizations are doing to keep people safe]

12:17:25 From Jill Ross to All panelists : We have temporarily suspended volunteers inside the House while we are practicing social distancing...staff and guests in the house need to wear facemasks in common areas

12:17:29 From Leslie Griffin to All panelists : We're taking every precaution to keep staff, volunteers and clients safe

12:18:03 From Lisa Tetrault-Zhe to All panelists : Our volunteers are not coming in right now other than the two doctors, who are doing telehealth visits with patients.

12:18:15 From Lynne Walsh : testing all staff/volunteers prior to working - state safety guidelines of temps and questions

12:18:38 From Joseph Bates : we disinfect every two hours

12:18:45 From Peggy Verney to All panelists : recycle air in the center through a purified system.

12:19:05 From Lynne Walsh : Tried to move them to another area where they could take them off occasionally but really not much wiggle room - they must wear masks.

12:19:07 From Lori Tsuruda to All panelists : conservative volunteer screening for illnesses, including new, easier way to cancel.

12:19:29 From Cleora Ohar : Allowing those that can work remotely to work remotely. For those who can't, requiring masks, having sanitizer, health questionnaire daily, temperature checks, etc.

12:19:50 From Paul Blazeovich : I have been struggling with getting people outside to wear masks while volunteering, so our org is reassessing how to hold these volunteer groups.

12:20:58 From Doreen Moody to All panelists : I work in a nursing home that is closed to our volunteers so I call them each week and send notes.

12:21:45 From Glafyra Ennis-Yentsch to All panelists : Healthy Bones and Balance Volunteers are leading virtual classes via Public Access TV, YouTube, Zoom, Facebook and outdoor classes to help maintain strength and connections.

12:27:24 From Katie Pazienza : *What are YOU doing to motivate?*

12:27:30 From Hope Motta to All panelists : facilitating a writing group via zoom

12:27:33 From Megan Brabec : I do some very intentional team building and community-building work as part of our volunteer training, so they feel a sense of belonging to one another

12:28:04 From Adelia Weber : We have virtual happy hours!

12:28:27 From Jill Ross to All panelists : I mailed personalized thank you cards to our volunteers since we didn't do an in person Volunteer Appreciation event

12:28:41 From Lori Tsuruda : Should people who want to volunteer but have known comorbidities for covid-19 be screened out for their own safety? A food bank in NC was setting maximum age 60 years old(!).

12:28:46 From Steve Ovenden to All panelists : Looking at starting a zoom Book Club

12:28:48 From Aaron Brush to All panelists : Right. My Senior Companions have really been struggling; not being able to do anything but phone calls.

12:29:27 From Lori Tsuruda : Seems like our oldest volunteers are sick of staying at home so want to rush into higher-risk situations for themselves....

12:30:11 From Steve Ovenden : Looking at starting a Zoom book club discussion group

12:30:18 From Aaron Brush to All panelists : I am in the same boat; 90% of my SCs are also not familiar with Zoom, etc., and don't have the capabilities to do virtual meetings...

12:30:45 From Doreen Moody to All panelists : Making Volunteers feel like a team, offer staff in-service that they might be interested in to make them feel part of a team. Always meet with them when they come in or before they leave.

12:33:33 From Aaron Brush to All panelists : We are fighting here in VT to leave the choice up to the Senior Companion.....if they are comfortable and feel safe starting to visit face to face again, then they can (safely of course). And if not, then they can choose to wait longer until they are ready..

12:36:35 From Deb Gardner : Weare working on this in our program.

12:37:10 From Riché Colcombe : Check with your library some have this service

12:41:38 From Steve Ovenden : Deb Gardner- what is it you are working on?

12:42:32 From Riché Colcombe : At 54 it's still something that I struggle with. After being told for the first 20 years of my life that I was no good, it's hard to accept that you are.

- 12:43:19 From Hope Motta to All panelists : release responsibility
- 12:43:20 From Peggy Verney to All panelists : Give them opportunities to succeed
- 12:43:27 From Hope Motta to All panelists : within group
- 12:44:02 From Deb Gardner : +Always tell them they are doing good. Also take an interest in THEIR interests and their family.
- 12:45:40 From Elizabeth Wilcox to All panelists : thank you!

[Participants share how they increase their volunteers' self esteem]

- 12:47:46 From Hope Motta to All panelists : as an elder.. it is important to Also lose sometimes too!
- 12:48:07 From Hope Motta to All panelists : challenge with respect
- 12:48:23 From Peggy Verney to All panelists : Tractor supply a great one to
- 12:48:43 From Hope Motta to All panelists : true!
- 12:49:33 From Jill Ross to All panelists : We do a Volunteer Spotlight on 1 or 2 volunteers in our newsletter, a fun Q &A with them and their picture
- 12:49:51 From Jill Ross : We do a Volunteer Spotlight on 1 or 2 volunteers in our newsletter, a fun Q &A with them and their picture
- 12:50:31 From Peggy Verney : what kind of questions do you ask
- 12:51:20 From Jill Ross : I ask them how they got involved with David's House, what keeps them coming back to volunteer, do they have a favorite memory of David's House, what are their hobbies/interests
- 12:51:24 From Peggy Verney : Feels like it would be easier to be a frog or the wind
- 12:51:25 From Hope Motta to All panelists : help elder women glory in their aging process!

12:52:02 From Johnathan Lemitelamy : i believe anything that deals with creativity am also drawn to

12:53:06 From Hope Motta to All panelists : help older people that it's ok to be growing older and that they are still needed and important

[Comments about retention and recognition]

12:54:23 From Lisa Tetrault-Zhe to All panelists : Regarding retention a few years ago we underwent a merger and lost several long term volunteers due to lack of work. What could I have done as many of their tasks went away. I felt terrible.

12:55:10 From Lynne Walsh : We give awards/tokens of thanks based on number of accrued hours volunteered

12:56:25 From Simone Talbot : I give my volunteers market basket gift cards

12:56:58 From Sharolyn Fortin : I give my volunteers gas gift cards

12:57:30 From Evelyn Larkin : Amazon gift cards

12:57:34 From Lynne Walsh : We don't have \$ to spend on volunteer gifts at this time, so have to be more creative

12:57:40 From Simone Talbot : use visa prepaid cards for gas

12:57:45 From Lynne Walsh : like complimentary museum membership

12:57:58 From Nancy Neu to All panelists : we do grocery cards too

12:58:14 From Glafyra Ennis-Yentsch to All panelists : When RSVP Healthy Bones & Balance exercise leaders are no longer able to lead the classes they are encouraged to continue to be class participants.

12:58:32 From Patricia Paola : Greetings without a handshake

12:59:12 From Brittany Carmona to All panelists : Tshirts with company logo!

12:59:19 From Simone Talbot : connecting my volunteers with the sr commodity foods program

12:59:26 From Jill Ross : I've been mailing thank you cards and sending emails just to check in with the volunteers to see how they have been doing

12:59:54 From Hope Motta to All panelists : bags!

13:00:46 From Lori Tsuruda : Knowing and using people's names/nicknames

13:00:58 From Leslie Griffin to All panelists : When appropriate, providing opportunities for those interested, to use and share skills & knowledge, like retired CPA doing tax presentation