



Organizations Preparing for Emergency Needs, “OPEN”

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

09:45:54 From Riley Kenney : Hello Everyone! For our Icebreaker we will be using the website Mentimeter.com. In order to access the activity, you will need to input the code: 89140. We hope you enjoy the presentation!

09:46:30 From Leslie Griffin : Hi. Leslie Griffin from FIT VISTA program

09:46:42 From Gene Kuczewski : Gene K. from Souhegan CERT and NH DBHRT

09:46:54 From Melinda Campbell : Melinda from VHCB AmeriCorps/currently at home in Northfield, VT

09:46:55 From Nancy Neu : Hi Nancy Maine Goodwill VISTA

09:46:59 From David Boissonnault : David Boissonnault Sr. Wilton N.H. EMD

09:47:00 From Lily Wellington : Lily Wellington from Friends Program FGP and RSVP

09:47:00 From Hunter Tobey : Hunter Tobey FEMA National Youth Preparedness Council, Mashpee MA

09:47:04 From Deb Gardner : Deb from Downeast Maine

09:47:08 From Kate Bruchacova : Kate from Lakes Region CERT & MRC

09:47:14 From Riley Kenney : Hello Everyone! For our Icebreaker we will be using the website [Mentimeter.com](https://www.mentimeter.com). In order to access the activity, you will need to input the code: 89140. We hope you enjoy the presentation!

09:47:17 From richard nadeau : carmen @ Richard n certs nh

09:47:17 From Catherine Dill : HI Catherine from PNS

09:47:20 From Jennifer Wright : Jen Wright, Granite YMCA, Manchester NH

09:47:25 From Nathan Sheon : Nathan Sheon with Kearsarge Regional CERT

09:47:27 From Mary Roberge : Mary Roberge - Manchester, NH - Lead Volunteer AARPNH

09:47:28 From Michael Banks : Michael Banks Americorps

09:47:29 From Amanda Powell : Hi all - Amanda from Girl Scouts of the Green and White Mountains in Bedford, NH!

09:47:32 From Nancy Neu : Deb where in Downeast Maine

09:47:35 From Sara Martin : Hi, From the UMaine Center on Aging, Senior Companion Program, in Bangor.

09:47:46 From Brittny Davis : Good Morning everyone Brittny Davis Americorp member serving at North Country Serenity center Littleton nh

09:47:49 From Sarah Boelig : Sarah Boelig, co-founder of Helping Hands Senior Support in Laconia!

09:47:50 From Hilary Stark : hello Hilary from AmeriCorps

09:48:06 From Bernadette Rose : Bernadette rose

09:48:13 From jon Lemite : Jon americorp member at goodwill americorp

09:48:25 From Peggy Verney : hI EVERYONE, Peg Verney here, AmeriCorps member serving in North Conway, NH

09:48:38 From AnnMarie SanAntonio : Hi! I'm AnnMarie from Americorps

09:48:55 From Zachary Nunnink : Zachary Nunnink, AmeriCorps member serving in Derry Nh

09:49:02 From Teresa Volta : Teresa Volta. RSVP.

09:49:03 From Cara Swiechowicz : Cara - SOS Recovery Community Organization. Seacoast area

09:49:05 From Amanda Storace : Hi! I'm Amanda from the Animal Rescue League of NH in Bedford NH

09:49:10 From Riley Kenney : Hello Everyone! For our Icebreaker we will be using the website [Mentimeter.com](https://www.mentimeter.com). In order to access the activity, you will need to input the code: 89140. We hope you enjoy the presentation!

09:49:18 From Donna Hepp : Donna Hepp Belknap Co. Conservation District

09:49:21 From Deborah Mashibini-Prior : Hello! This is Deborah Mashibini-Prior from Visions for Creative Housing in Enfield. I am on a computer with no mic or camera -- sorry! ... trying to get on another device at some point during this session.

09:49:43 From Patricia Paola : I am an AmeriCorps Member serving at the Good Samaritan Haven in Barre, VT

09:49:43 From Molly Plummer : hello!
Molly Plummer
Americorps member serving at Revive Recovery Center in Nashua

09:52:11 From Margaret Taylor : 😊

09:52:28 From Riley Kenney : Hello Everyone! For our Icebreaker we will be using the website [Mentimeter.com](https://www.mentimeter.com). In order to access the activity, you will need to input the code: 89140. We hope you enjoy the presentation!

09:53:41 From Deb Gardner : I can't get in to that other program but Iam listening. :)

[Participants answer poll questions]

09:53:46 From Margaret Taylor : to just gain new information

09:54:09 From Cara Swiechowicz : I don't see where I'm suppose to answer the questions

09:54:13 From Deb Gardner : Non profit and acedemic

09:54:15 From Donna Fanny : non profit Future In Sight

09:54:27 From Christina Goodwin : municipal government

09:54:31 From David Boissonnault : Goverment

09:54:35 From Teresa Volta : npo volunteer center part of Corporation for National & Community Service

09:54:44 From Sarah Garvin : nonprofit

09:54:47 From Nancy Malone : This is Nancy Malone. Coos County RSVP Director of Tri-County CAP. I could not choose a response to the question.

09:54:50 From Evelyn Larkin : I have another meeting at 10 so will have to watch the recording.

09:54:52 From Lesley (VNH) : If you are unable to access menti.com - feel free to answer in the chat!

09:54:54 From Rick Farr : non-profit

09:54:55 From Margaret Taylor : government

09:55:03 From Erica Fuller : Red Cross, joining from Waterbury, VT

09:55:07 From Sarah Garvin : 4

09:55:12 From David Boissonnault : Less than5

09:55:23 From Teresa Volta : 45

09:55:26 From Cara Swiechowicz : ~15

09:55:32 From Margaret Taylor : less then 6

09:55:42 From Teresa Volta : 35

09:55:45 From Jeff Violette : Hi Teresa Volta

09:55:48 From Sarah Garvin : 14

09:55:50 From Cara Swiechowicz : 3

09:56:09 From Sarah Garvin : 28

09:56:21 From David Boissonnault : 1

09:56:22 From Jillian Schucart : Over 400 volunteers!

09:56:22 From Teresa Volta : 120

09:56:37 From Sarah Garvin : executive director

09:56:48 From David Boissonnault : Emergency Management Director

09:56:48 From Teresa Volta : Program Director paid staff

09:56:50 From Cara Swiechowicz : Staff

09:56:53 From Nancy Malone : 397 total volunteer....287 active

09:57:18 From Margaret Taylor : volunteer

- 09:57:41 From David Boissonnault : Citizen of Wilton N.H.
- 09:57:58 From Margaret Taylor : AmeriCorps severing revive recovery center
- 09:57:59 From Cara Swiechowicz : People with in recovery - substance use disorder
- 09:58:00 From Teresa Volta : our RSVP serves older adults
- 09:58:00 From Sarah Garvin : community
- 09:58:39 From Jennifer Wright : at-risk middle school youth in manchester
- 10:00:14 From Deb Gardner : Senior Companion Program Maine
- 10:07:07 From Therese Thompson : Lamprey River Advisory Committee

[Participants report back after their breakout session]

- 10:26:14 From Donna Hepp : Take Homes from Discussion
- 10:27:40 From Jennifer Wright : Some things that have been helpful include multiple laptops/multitasking, being flexible with timing and schedules (perhaps waking up early to do a little work before family wakes ex. if have children at home), over-communication with team/clients/students so nothing is missed, making a special spot to work or ensuring a good chair for comfort. Zoom can be draining, so having moment to refresh. Good self-care.
- 10:27:50 From Molly Plummer : In my group we all had to adapt to online and take precautions with PPE and social distancing while continuing our work in a new way
- 10:27:59 From Riley Kenney : We discussed different tools that helped us perform during the epidemic, such as Zoom and Google Docs/Drive. In addition, we talked about organization dynamics and how we can plan for the future and have a comprehensive plan for working from home.
- 10:28:09 From Samantha Robinson : Take aways: having time to do virtual trainings, and utilizing social media/google docs to organize volunteer activities

10:29:53 From Lily Wellington : we discussed having a focused approach to one thing our organization could do very well versus doing more but having it be less helpful. Others discussed the need for flexibility and assessing how to engage with clients to assess their needs. flexibility and focusing on critical needs seemed to be a theme

10:31:26 From Emily Rochford : In our group we had individuals working with seniors, the Red Cross, and AmeriCorps. Most organizations were shifting focus to provide service in dealing with COVID. Many were able to find solutions to this shift of focus through online platforms and reach out in that manner. Using telephone visits and virtual advertisements to recruit volunteers were also solutions that our organizations were able to do!

10:32:00 From Kim White Feather-Altomare : we talked about check in's, and anything that was virtual and that gets the people out of the offices, and others communicating by phone and by e-mail which the offered on line programs and zoom meetings, others discussed the shift in focus from personal interaction to virtual

10:32:33 From Zachary Nunnink : One of our group members discussed the importance of slowing or shutting down operations during a diaster to better prepare for reopening.

10:33:06 From Jesse Creedy Powers : Our group said that we thought our organizations did a good job at making decisions quickly, communicating regularly, and shifting operations to meet the needs of the organization's clientel

10:33:31 From Margaret Taylor : I'm sorry @mygroup

[General comments and questions]

10:33:53 From Leslie Griffin : I'd like to share an excellent resource: FEMA has a lot of free courses that people can take- see <https://training.fema.gov/is/crslist.aspx>

10:34:13 From Kim White Feather-Altomare : We went to a skeleton staff

10:34:20 From Shawn Sutton : In our group there was a lot of use of phone/zoom/emails for communications and planning, service provision changed temporarily and media being used to plan transition back to in person.

10:34:36 From Lesley (VNH) : Who Moved my Cheese by Spencer Johnson

10:38:27 From Nancy Burns : Not just CERT but also MRC!

10:40:17 From Lesley (VNH) : All slides with resources will be shared!

10:40:56 From Deborah Mashibini-Prior : Wha tis MRC?

10:41:24 From Ilyssa Plumer : Medical Reserve Corps

10:41:54 From Nancy Burns : Medical Reserve Corps. Been around since 2002, with 185,000 members in 835 units, but still a well-kept federal secret. Thanks for asking!

10:42:21 From Deborah Mashibini-Prior : Great -- thanks!

10:43:16 From Kim White Feather-Altomare : How does one sign up for medical reserve corp.

10:43:36 From Peggy Verney : Me to Kim

10:44:15 From Kim White Feather-Altomare : Peg and I would like to know, we make a great team'

10:45:00 From Peggy Verney : Client records

10:45:07 From Hilary Stark : client records

10:45:14 From Amanda Lewis : Client records and personal information

10:45:16 From Patricia Paola : Hard copy Guest files.

10:45:16 From Deborah Mashibini-Prior : Core client records on our end too

10:45:17 From Jesse Creedy Powers : Reservation and attendance records

10:45:19 From Nancy Burns : Great job today, Sara and Arlene! I need to jump off now, but it's great to see how OPEN is being shared.

10:45:26 From Amanda Powell : Membership and financial data

10:45:30 From Karen Simmons : Donor records

10:45:30 From Mallory Brunet : client and volunteer records, personal information, in physical files and a database

10:45:31 From jon Lemite : attendance

10:45:32 From Teresa Volta : client information

10:45:41 From Sara Martin : Volunteer records

10:45:42 From Emily Rochford : Client records and personal info

10:45:48 From Gretchen Stallings : financial info, donor info

10:45:49 From Ellen Green : HIPPA regulated client information - on cloud, donor records, staff information, financial records

10:45:51 From Deb Gardner : Because we are tied to UMaine we have a multitude of information around food heating preparedness etc

10:45:52 From Karen Simmons : Legal documents like tax returns

10:46:01 From Zachary Nunnink : student disabilities/ personal information

10:46:21 From Kim White Feather-Altomare : I have the data in my files and notes for help, and fire funding, agencies to contact,

10:46:23 From Deborah Mashibini-Prior : confidential employee info

10:46:24 From Kimberly Cartier : Educational, enrollment data, scores,grades, disability info (FERPA)

10:46:28 From Jennifer Wright : registrations, legals, annual program stats, student data

10:47:45 From Deborah Mashibini-Prior : Challenge for a nonprofit with visionary, founding ED is for that person to effectively share core information that only that person knows.

- 10:52:44 From David Boissonnault : Finance Officer
- 10:55:13 From Nathan Sheon : Take-aways from our break-out group would be versatility and, perhaps most importantly, good communications skills, which are at the foundation of most organizational tasks and functions.
- 10:55:13 From Peggy Verney : In this group we did identify who would benefit from additional training . We each could do that for our organization
- 10:55:26 From Jillian Schucart : I'm the Assistant Program Director for SJCS Meals on Wheels. In the fall we hired two Program Operations Specialists. These positions are "flex" type positions. Basically utility players for us! They are cross trained and able to fill in for Site Coordinators and as Drivers, Intake Specialists, etc. Basically they can fill any gaps that we have at our sites. We have done a lot of cross training. There is always more needed.
- 10:56:09 From Jillian Schucart : It has been vital for dealing with retirements and changes within our agency.
- 10:56:29 From Peggy Verney : Can we have your email
- 10:56:29 From Kim White Feather-Altomare : People learn a lot more from each other, we have several people that are cross trained, but the managers of each building needs to be cross trained. White Horse has an HR director that has kept records of trainings as well as the individuals
- 10:56:32 From Deb Gardner : Thank you as well.
- 10:56:39 From Shawn Sutton : Arlene and Sara--thank you so much, this was great!
- 10:56:53 From Kim White Feather-Altomare : can we have your e-mails please
- 10:56:57 From Sara Martin : Thank you!
- 10:56:58 From Samantha Robinson : Thank you Arlene and Sara!!
- 10:57:00 From Amanda Powell : Thank you, this was a great presentation!

10:57:06 From David Boissonnault : Thank you so much

10:57:29 From Ilyssa Plumer : Thank you!

10:57:35 From Kim White Feather-Altomare : thank you so very much for everything, this was awesome

10:58:26 From David Boissonnault : Informative

10:58:55 From Margaret Taylor : very interesting and informational experience. thank you.

10:59:05 From Jennifer Wright : Thank you

10:59:15 From Deborah Mashibini-Prior : Thanks so much!!

10:59:16 From Riley Kenney : Thank you for the presentation!

10:59:36 From Shawn Sutton : Remind how to do evaluations?

10:59:39 From Kim White Feather-Altomare : people from the community as well as my former organization would benefit from this

10:59:41 From Karen Simmons : awesome~