

Update



A Publication of the NCS DVS Board of Directors

December 2010



President's Update

By Katherine Barrier

Happy Holidays!

This is the time of year where it is easy to get swept away with all the holiday festivities and come out in a new year ~ then wonder ~ what happened? I hope you will

take the time to savor being with your family and friends during this holiday season.

Your NCS DVS Board has been busy this year and is doing an excellent job! We have been reviewing the by-laws and policies and procedures to ensure consistency and clarity. Each chair is looking at ways to streamline their respective positions in order to be more efficient. Our finances were reviewed by an outside auditor and our budget was approved by the board and all is in good order. As a board, we promise to be good stewards of our money by managing it well. We are also looking at ways to be good stewards of your time. Public Relations is working on more technological advances for our website. Plus, be sure and respond to the communication survey you recently received. Benchmarking just completed our first year of collecting data and will share the results at our conference. And speaking of the conference, our Education committee is so excited about the upcoming conference in March 2011 at the Embassy Suites in Cary, NC. They have some great surprises in store for us! I hope you will be able to join us!

Thanks to the District Chairs for coordinating quarterly meetings; I hope you have taken the opportunity to attend. Membership has grown, and we welcome our new members across the state! We look forward to meeting you. Mentoring has worked with matching those who desire an experienced member to connect with, and we appreciate those who have volunteered

to mentor. Certification is busy reviewing new applicants and those wishing to recertify. Congratulations to those going through the process. Remember it's the journey that makes your program stronger.

Thanks for participating in the nomination process. The Nominations Committee will have a slate out for your approval soon. And all board activities and actions are recorded in the minutes, should you have any questions or concerns!

On behalf of the NCS DVS Board, I wish you and your family a wonderful holiday season!

President-Elect and Membership's Update

By Sylvia Beamer



If you haven't viewed the membership directory on the NCS DVS website recently, please take a minute to do so. Many of our members have recently submitted their photos, so there are lots of new faces to put with the names. If you have not sent me a photo, please email it to me at sbeamer@randolphhospital.org. Our goal is to have every member's photo in the directory by conference. While reviewing your information in the directory, please send me any corrections you may come across.

Since our conference in March, we've had nine new members join! We hope each district is taking time to get to know our new members and is offering assistance during their transition period.

If you've not paid your annual membership dues, please take the time to do so. If you are unsure if you have or not, our Treasurer, Sheila Barnes, can tell you. You may contact her at 252.847.7529 or Shbarnes@pcmh.com. Have a safe, happy and healthy holiday season.

Nominating Committee's Update

By Ann Durusky



Thank you for participating in the NCSDVS nominations process. We have a wonderful pool of potential officers and nominating committee members. Good job! The Nominating Committee will be contacting members to identifying those willing to share their time and talent and lead our

organization. Ballots with a slate of officers approved by the Board will be mailed to the membership for approval by January 10th.

During the hustle and bustle of the holiday season, please take time for yourself!

Corresponding Secretary's Update

By Meredith Phillips

As the Corresponding Secretary, it is my job to communicate birthday greetings, well wishes and even sometimes condolences to the Board members as well as the District Chairs.



Therefore, if you know of any member who is in need of encouragement, support or congratulations from their NCSDVS family, please let me know; I will be happy to reach out to them.



Also, I work with District Chairs. We are currently seeking a member who is interested in serving as the District 6 Chair. Responsibilities include:

- Communicate with District members to schedule quarterly meetings.
- Develop agenda and facilitate District meetings.
- Maintain minutes from each meeting, including attendance.
- Reach out to new members and invite to upcoming District meetings.
- Introduce new members at the annual meeting.

If you are interested in serving as the District Six Chair, please contact me, so I can provide you with more information.

Public Relations' Update

By Eileen Thompson



When I accepted the position of Public Relations Chair, it was with one burning ambition—to transition our organization from our current email communication system to a more advanced and easier to manage message board or other web-based communication system. Our President, Katherine Barrier, encouraged me to investigate options. We agreed we needed an easy-to-use system which would integrate into our website without losing the personal touch.

After months of forwarding questions, I am more convinced than ever of the importance of this initiative. The Board has thoroughly reviewed our options and has decided on a message board which will centralize and archive our questions and answers while notifying members when a new question is asked.

"Cha Cha Changes"

The message board will be housed within the member login section of the NCSDVS website. We hope to implement this new tool within the next couple of months. Until it is fully operational, we have taken some low-tech steps to help reduce the clutter in our email boxes. You may have noticed, I am now putting all member email addresses in the "Blind Carbon Copy" section. This prevents a member from hitting "Reply to All" when they answer the email.

Another responsibility of the Public Relations Chair is to keep members informed on Board activities through a quarterly newsletter—the UPDATE. Recently, the Board reduced the number of times the UPDATE is published, however, we asked for your input on this communication tool in the survey we recently sent you and will update you on responses.

One last thing, if you can tell me the British recording artist who immortalized the words of the sub-heading, "Cha Cha Cha Changes," you won't win anything, but you will greatly impress me and all your NCSDVS friends. We will also know about how old you are since the song was first recorded in 1971 and released as a single in 1972.

Mentoring Chair's Update

By Ginger Penley

With the change of the season, fall trips and holiday travels soon follow. Always in the discussion of these events, we ask the following questions: how are we traveling and how long will we stay? And while some of us will rent a vehicle for the trip, some of us will use the car we leased a year or so ago, while others will be taking the car we own (or are in the process of owning.) I could not help but wonder what drives our decisions about our transportation, then began to see some of the parallels between volunteering and the above-mentioned options. So I pose the question: when it comes to volunteering are you a Renter, a Leaser or an Owner?



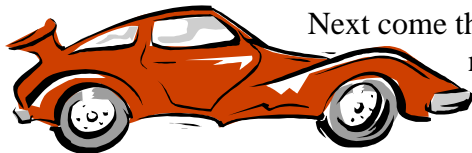
RENTERS



Renters know it will be a short time commitment, won't worry about becoming familiar with the

owner's manual, any maintenance needs or learn all of the features the vehicle may offer. Maybe all they want is to experience the vehicle, "try it out for size" or just meet the needs of the activities planned. Put in the key, go and don't look back!

LEASERS



Next come the **Leasers**, now they have made a commitment to the vehicle; but know

going into it that it will be theirs for a very brief time. They have probably taken the time to consider the best options available and determine the best deal for them for the time being. The leasers may take comfort in knowing the relationship is relatively short term and can get "something even better" once this lease is over. Maybe the vehicle is something that they always wanted or that little voice inside wonders if this will impress the neighbors. The vehicle will get required maintenance and washed, but nothing that will really say "this is my car."

OWNERS



Finally, the **Owners** come into play. They have made a long-term commitment to the vehicle. Maybe the car is considered a member of the family. Everyone knows it is **you** when they see the vehicle coming down the road. It is reliable, familiar and valued. Your personal touches can be seen in it: your umbrellas, discount coupons, maybe a sticker or two referring to your favorite vacation site, grandchild or church. The vehicle gets the attention it needs because you want the vehicle to last.

So as a volunteer, please ask yourself do you rent, lease or own the role?

- Do you know your job description?
- Do you know the rules of the road?
- Do you take responsibility/ownership of the role?
- Are you self-driven or do you need a jump start?
- Do you put the key in the ignition or are you content to just park it?
- Do you travel with others or go your own way?

Car choices and payment methods are as personal and varied as the reasons you volunteer. When you make a decision to volunteer, take in consideration the time commitment you can really make. Are you in it for the long haul or for the short jaunt? Are you willing to be the driver or the passenger? If you are the passenger, do you help with the way finding and the best routes or do you watch the scenery? If you are the driver, do you make sure everyone has a ride or just take off and assume "they will get there without my help."

Volunteer programs thrive with a healthy combination of renters, leasers and owners. There is room for all on the road; however, when there is an imbalance programs lose their momentum and traffic jams loom ahead. Whether you rent, lease or own for the time you have: **OWN** the role. See the trip through, take on extra passengers and share your best directions and tips.

Please feel free to reuse in your volunteer newsletter with permission from the author, Ginger Penley. She used it and saw an increase in traffic at her board meetings and other volunteer events.