

*Hampshire Community Action Commission's First Call for Help*

# News You Can Use

*Volunteer Newsletter*

*September 2000*

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*"Be kind; everyone you meet is fighting a hard battle."—John Watson*

## **Happy Summer!**

Thank you to all who are helping us with the work of First Call for Help this summer. We really appreciate your willingness to forgo the beautiful summer days to be here. Special thanks to Marjorie who has been giving us one extra shift per week during July and August.

## **New Hours**

As you may already know, our hours here at HCAC First Call for Help have changed. Due to funding limitations, we have adjusted the hours we are open to the public so that we may continue to provide the highest quality services. Our new hours of service are: Monday through Thursday, 9:30 a.m. to 12:00 noon and 1:00 p.m. to 3:30 p.m. We will be closed to the public on Fridays. If you are making arrangements for a client to pick up something here or to consult our notebooks, please refer to these times. We will actually be open earlier in the morning and later in the afternoon, but

our focus will be on call backs and paperwork. Thank you for your flexibility in this matter.

## **Fare-Thee-Well !**

*Kate and Hampshire Health Access—* have left the building and are now situated at the HCAC offices at 218 State Street in Northampton. We will miss Kate (and Mary Rives, too, for the short time she was here). Kate has a great sense of humor, which we will miss. We hope she is putting it to good use in her new surroundings. Kate will be leaving HCAC in August to go back to school. We wish her all the best. Good luck, Kate!

*Shanti—*has left to go back home to Michigan. We will remember her infectious laughter, her wonderful organizational skills and her friendly and supportive ways. We wish her well in whatever she chooses to do in the future.

## Welcome!

We extend a warm welcome to new staff and volunteers at First Call for Help.

*Cristina*—is the new Case Coordinator for Hampshire County Family Network. If you haven't already met her, please stop by the Family Network office to say hi and to see how beautifully she has arranged the space. It will be wonderful to be able to refer clients to Cristina as Family Network begins to become more visible again.

*Emily*—is a new volunteer who is joining us just for the summer. She is providing help with marketing of “*All the Help You Can Get*” and other clerical needs. Emily attends Amherst Regional High School and works at the Sub (not Subway, the other one sub shop) on E. Pleasant Street in downtown Amherst.

*Faith*—is providing us with temporary (and might I add, high quality) clerical help until we hire a new Administrative Assistant. She is a very competent and helpful person and it is a pleasure to have her working with us. Thank you Faith for all you do to make our work easier.

*Jacky*—is a new volunteer who is here for the summer to help us out with our marketing for the Big Red Book. She has a perceptive eye and does careful work. We're delighted she can help us out. She and Emily made short work of preparing nearly 1000 envelopes with mailing labels and stamps in *two* days!

## Special Thanks

A big thank you to everyone who has made working here a little more pleasant, especially—

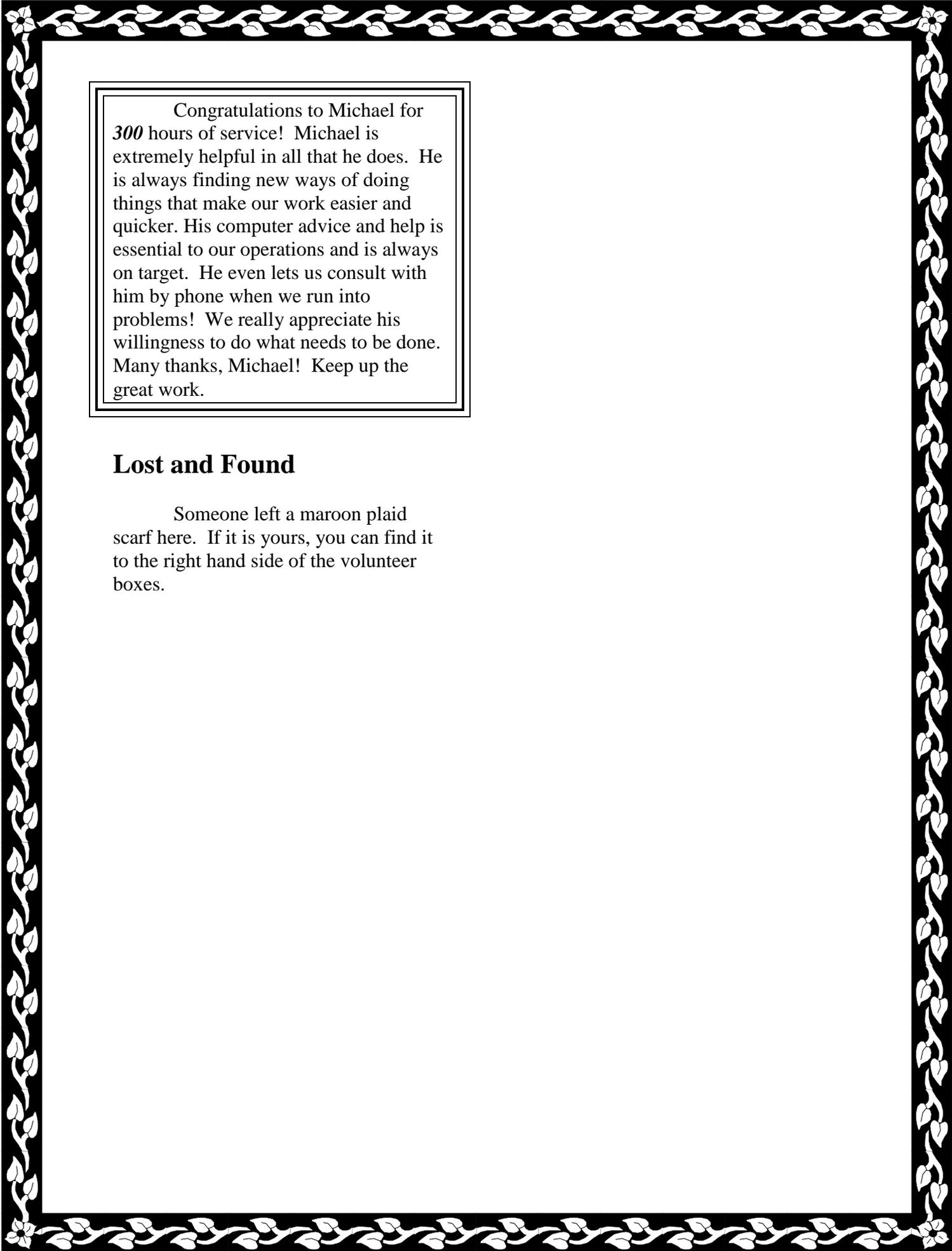
*Heather*, Fern's daughter, who has been a terrific help with all kinds of clerical tasks. You may have noticed her work with the new blue folders we have for the schedule and the mail. In addition, she has helped with so many different tasks, from sticking labels on the volunteer refreshments, to organizing supplies, to typing envelopes to making copies and shredding. Thank you, Heather, for all your great assistance.

*Fern*, for her donation of the “good stuff”- Mocha Java coffee, and a fantastic supply of sugary gooey goodies. Thank you!

*Lillian*, for her willingness to keep on baking those delectable delights for our celebrations. Thank you!

## Milestones

Special congratulations to a very special volunteer. Marjorie has reached an extraordinary milestone of **1,000** hours! Marjorie does a wonderful job answering the phones in Information & Referral as well as updating information on support groups and volunteer opportunities. We appreciate her quiet, competent manner and her dependability. We are in awe of the tremendous contribution you have made to us here at HCAC First Call for Help. Thank you, Marjorie for all that you have done and continue to do.

A decorative border with a repeating floral and leaf pattern surrounds the entire page. The border is black with white floral motifs.

Congratulations to Michael for **300** hours of service! Michael is extremely helpful in all that he does. He is always finding new ways of doing things that make our work easier and quicker. His computer advice and help is essential to our operations and is always on target. He even lets us consult with him by phone when we run into problems! We really appreciate his willingness to do what needs to be done. Many thanks, Michael! Keep up the great work.

## **Lost and Found**

Someone left a maroon plaid scarf here. If it is yours, you can find it to the right hand side of the volunteer boxes.