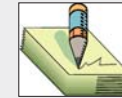


## Happy Anniversary

We congratulate our volunteers who celebrate their anniversaries in May.

- 22 Years** **Dennis Sullivan** (Novato) Research Assistant, Sheriff;
- 21 Years** **Gene Lee** (San Rafael) Mediator, District Attorney;
- 13 Years** **Donald Morosi** (Novato) Special Project Aide, Sheriff;
- 10 Years** **Noel Ryan** (Novato) Docent, Cultural Services;
- 6 Years** **Barbara Jane Bates** (San Anselmo) Mailing Aide, Auditor - Controller; **Suzanne Silkworth** (Novato) Mediator, Probation;
- 5 Years** **Carol Botvinick** (San Rafael) Page, Stinson Beach Library; **Richard Carlsen** (San Rafael) USAR Volunteer, Public Works; **Mark Friedman** (Rohnert Park) Research Aide, Coroner; **Jim Mann** (Novato) Driver, Fire; **Janet Mercer** (Mill Valley) LBW Liaison, Library; **Wallis Smith** (Novato) Aide, South Novato Library; **Judy Stemen** (Stinson Beach) Page, Stinson Beach Library; **Sara Tolchin** (San Geronimo) LBW Liaison, Library;
- 4 Years** **Janice Hitchcock** (Novato) Senior Peer Counselor, H&HS; **Carolyn McNamara** (Novato) Aide, Novato Library; **Pilar Ugarte** (Novato) Aide, South Novato Library; **Janet Williams** (Larkspur) Senior Peer Counselor, H&HS; **Leo Young** (San Rafael) Aide, Corte Madera Library;
- 3 Years** **Koorosh Ostowari** (Woodacre) Case Developer, Probation;
- 2 Years** **Susan Quarter** (San Rafael) Oral History Translator, California Room;
- 1 Year** **Steven Reynolds** (San Rafael) Radio Operator, Sheriff.

CCV contributed services valued at more than \$8,933,450 in 2008.



### Volunteer Notes

#### Eco-Friendly Garden Tour tickets free for volunteers!

Here's a special deal for our special Civic Center Volunteers: Free admission to a spectacular garden tour on May 9! To register (required), call **415-499-3202** or email [gpurin@co.marin.ca.us](mailto:gpurin@co.marin.ca.us) by Wednesday, May 6 and mention that you volunteer for the County of Marin. A garden guide is included with registration. Self-guided tour from 10 a.m.- 2 p.m. features 25 gardens all over Marin. A landscaper, designer, or the homeowner will greet visitors at each stop. Additional tickets are \$10 each.

#### We Want to Count Your Precious Time

Report your hours so the value of your time is included in our annual count. Even if you work no hours in a month, we need to know. Report all your hours to us the last day you work in each month by email, phone, FAX or mail!

[jbrown@co.marin.ca.us](mailto:jbrown@co.marin.ca.us)  
**415-499-7407**  
**FAX 499-3669**

**Civic Center Volunteers Human Resources, #313**  
**3501 Civic Center Drive**  
**San Rafael, CA 94903**

#### CCV Staff

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**John Vogee**, Extra-Hire Admin. Services Specialist, 499-7407, [jvogee@co.marin.ca.us](mailto:jvogee@co.marin.ca.us);

**Volunteers:**  
**Shirley Trimble**, Profiles Writer;  
**Christina Delnevo**, **Joanne Elder**, **Vivienne Freeman**, **Sherri Inenaga**, and **Bess Niemcewicz**, Administrative Aides.



# The Volunteer View

The Monthly Newsletter for Marin County Civic Center Volunteers

Volume 31, Issue 5

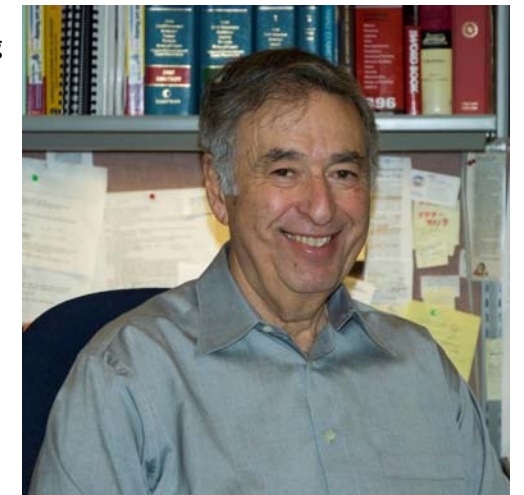
May 2009

## Paul Peterzell, trusted mediator for the D.A., honored as CCV's Volunteer of the Year

"It's a cliché, but I confess I volunteer because I thoroughly enjoy helping people and learning new things," says **Paul Peterzell**, the 2008-2009 Volunteer of the Year. "It keeps me in touch with the community in which I have been deeply involved since 1964."

Paul credits his supervisor, Consumer Services Coordinator **David Ball**, with making his work in the District Attorney's Consumer Protection Unit a constant pleasure. "David finds just the right balance between providing guidance and leaving enough space for his volunteers to develop their skills."

Paul quips that his two half-days a week as a mediator in the consumer protection unit are the working hours he always dreamed about. "The only downside is there's no pay." Deputy



*Paul Peterzell volunteers as a mediator in the consumer protection unit to help people, to learn new things, and to keep in touch with the community.*

*Continued on page 3*

## Supervisor of Volunteers of the Year is Doug Allen, team leader for Assessor-Recorder

Terrific teamwork in the Assessor-Recorder's Office has translated to top honors for **Doug Allen** (Assessor), the Supervisor of Volunteers of the Year 2008-2009.

Doug, an Assessment Recording Supervisor, coordinates a team of volunteers working on a paper-to-digital conversion project to improve access to public records of births and deaths. Doug says the vital records job is "literally years ahead of schedule," thanks to dedicated, computer-literate volunteers.

**Florence Shimano**, Chief Deputy Recorder and Doug's immediate supervisor, says that "Doug has worked eagerly to expand the Recorder's participation in the Civic Center Volunteer program. Due to his efforts, volunteers have been given the opportunity to work on a regular part-time basis. In turn, through their work indexing digitally converted vital records, the volunteers have enabled the Recorder's office to progress towards completing a long-needed project."



*Doug Allen admires and appreciates volunteers who work together to achieve project goals and make a contribution.*

*Continued on page 2*

## Who's New & Welcome

- Molly English** (San Rafael) Special Project Aide, H&HS
- Brenda Kassiola** (S.F.) Medical Records Specialist, H&HS
- Maureen Laughlin** (C.M.) Reader, Corte Madera Library
- Debbie Rostenberg** (Greenbrae) Data Entry Support, H&HS
- Katie Dobbs** (San Rafael) Centering Volunteer, H&HS
- Ellie Klevins** (Novato) Counseling Asst., H&HS
- Leticia Gutierrez** (San Rafael) WIC Admin. Asst., H&HS
- Joel Fay Psy.D.** (San Rafael) Psychologist, H&HS
- Jessica Nghiem** (Berkeley) Support Staff, H&HS
- David Weller** (S.F.) Reference Volunteer, Civic Center Library
- Danielle Rifkin** (Woodacre) Intern, Sheriff
- JoAnn Modin** (Farifax) Reader, Corte Madera Library
- John Peairs** (San Anselmo) Admin. Asst., CDA
- Ron Bayless** (Novato) Library Aide, South Novato Library
- Bertha Osorno** (Greenbrae) Referral Assistant, H&HS
- Jimmy Wade** (Vallejo) Tutor, Probation
- Elizabeth Rasmussen** (Fairfax) Planning Aide, CDA

*Congratulations to the following volunteers and interns who have completed their contracts and are being honored by the Board of Supervisors on May 5 at 1:15 p.m.:*

**Neptune Bangdel**, Community Development; **Ysabel Carlos**, Children's Oral Health, H&HS; **Michele Citarella**, Novato Library; **Zachary Cline** Public Defender; **Elizabeth Cooper**, Mediation Services, Probation; **Vannessa Cordova**, Parks and Open Space; **Janice Cotton**, Aging Division, H&HS; **Marty Frankel**, CMH, H&HS; **Isis Gomes**, Public Defender; **Lynda Graber**, Aging Division, H&HS; **Rocio Guzman**, Mediation Services, Probation; **Wyman Hicks**, Fairfax Library; **Debbie Hughes**, Sheriff; **Christine Insley**, Aging Division, H&HS; **Michelle Kaufman**, Civic Center Library; **Norma Ledezma**, Women's Health Svcs., H&HS; **Chryssa Maragos**, CMH, H&HS; **Michele Martin**, Civic Center Library; **Gloria Mock**, Law Library; **Joellyn Morris**, CMH, H&HS; **Tamara Nance**, Probation; **Vanessa Naval**, CMH, H&HS; **Lindsay Page**, Public Defender; **Sarah Resz**, CMH, H&HS; **Brian Santa Cruz**, CMH, H&HS; **Dan Stepanicich**, Board of Supervisors; **Alisa Stevenson**, Community Development; **Pat Tillman**, CMH, H&HS; **Rudy Valdez**, Health Services, H&HS; **Debra Waldt**, Novato Library; **Kitty Washburn**, CMH, H&HS; **Yue Yin**, Epidemiology, H&HS

## Doug Allen named Supervisor of Volunteers of the Year

From page 1



Doug joined the county staff seven years ago. Almost since the beginning, he has coordinated a volunteer group, which has fluctuated in size from three to five members at a time. Currently, **Chris Wragg**, **Jennie Butler** and **Maggie Sarton** are on the team.

Maggie reports that she and her fellow volunteers find Doug to be a "wonderful" supervisor and a "good friend" who is "very friendly, very helpful, very thoughtful."

Meanwhile, Doug promotes the value of volunteers to fellow county staff members and warmly encourages them to consider adding the positive energy of volunteers to their own work groups.

So what does it take to be the Supervisor of Volunteers of the Year? While his own supervisor says that "caring, capable, committed, gracious, and good-natured" are all words that apply. Doug himself claims that there is no particular secret. "I admire and appreciate the fact that our volunteers want to make a difference," he says. "I try to make them feel welcome and part of the team."

Florence reports that "Doug has taken pains to ensure that our volunteers — Maggie, Chris and Jennie — have become an integral part of the Recorder's office. He sees to it that they are included in office celebrations and that their own volunteer anniversaries are celebrated with staff."

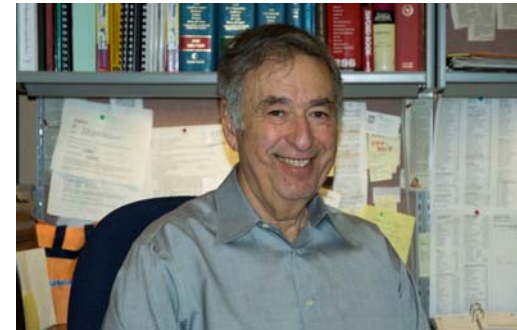
Doug will be awarded a commendation from the Board of Supervisors at 1:15 p.m. Tuesday, May 5, during the Civic Center Volunteers spring volunteer recognition ceremony in board chambers at the Marin Civic Center in San Rafael.

*Volunteers are the only human beings on the face of the earth who reflect this nation's compassion, unselfish caring, patience, and just plain loving one another.*

— Erma Brombeck

## 11-year volunteer Paul Peterzell awarded top honor

From page 1



District Attorney **Charles Cacciatore** jokingly drives the point home. Told that Paul was volunteer of the year, he said, "He's worth every penny."

**Robert Nichols**, the deputy district attorney in charge of the consumer unit, has repeatedly assured Paul that his pay was being doubled, even tripled. Nichols invited Paul to consider the volunteer position after retiring from 31 years as a reporter and editor at the Marin Independent Journal. Paul joined in the mediation team in January 1998. He reports that "people who call us generally are grateful that they have found an office that exists to help them."

Having served as a volunteer under three district attorneys, Paul still gets a kick out of how different it is to represent an elected county official as opposed to a newspaper. "Reporters can get away with being overbearing and aggressive. Mediators cannot."

Paul and six other volunteers in the Mediation Unit work to resolve disputes between consumers and businesses. Their aim is to help parties to a dispute find their own solution to their problem. In general, the mediation unit may have jurisdiction when either a consumer lives in Marin or the business is located in Marin. The mediation process is informal and free. It reduces the need for lawsuits and, in turn, reduces court congestion. It also helps the District Attorney's Office pinpoint unfair or unlawful business practices that warrant an enforcement action, civil or criminal, brought by the DA's Office against the perpetrators.

David says Paul's exemplary communication skills allow him to "encourage parties in consumer disputes to reach fair and equitable resolutions. He always handles contacts with both consumers and businesses in a polite and respectful way no matter how volatile the situation. His attention to detail is of great benefit to the Enforcement Section when reviewing complex and convoluted matters where California laws may have been violated.

"I can always count on Paul. He is and continues to be a superb asset to the Consumer Protection Unit and to the District Attorney's Office. ... We are proud to have Paul as part of the Consumer Protection team and hope that our association will continue for many years to come."

Paul, who served four years as an Army counter-intelligence agent, earned his master's degree in journalism from Columbia University before starting his career. He and his wife, Sophia Reinders, a psychotherapist, enjoy hiking, traveling, celebrating with friends, skiing, and gardening.

The Board of Supervisors will honor Paul with a formal resolution of commendation during the Civic Center Volunteers spring recognition ceremony at 1:15 p.m. Tuesday, May 5 in board chambers at the Marin Civic Center.

### May 5 volunteer recognition ceremony honors former volunteers & interns!

The Marin County Board of Supervisors will commend exemplary volunteers and interns who have completed their contracts with the county. Participants will gather for a short reception at 1:15 p.m. in board chambers, room 329, on the third floor of the Marin Civic Center, 3501 Civic Center Drive, San Rafael. The half-hour ceremony will begin at 1:30.

Graduate volunteers and interns will be recognized and thanked for their individual contributions of time, skill and effort. The Volunteer of the Year, **Paul Peterzell**, and the Supervisor of Volunteer of the Year, **Doug Allen**, also will be honored.

No reservations are necessary, and friends, families, and current volunteers and interns are welcome to attend.