



NHRID Logo Designed By  
Connie Clanton

# NHRID NEWS

## Your Executive Board

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president@nhrid.org

### ~Vice President~

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vicepresident@nhrid.org

### ~Treasurer~

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treasurer@nhrid.org

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## NHRID Newsletter Editors

Amy-Jean Leblanc  
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## News From Your New President...

Hello NHRID!!

Hope everyone is enjoying their summer vacations. First off I want to say how happy I am to be voted in as NHRID president, thank you for entrusting me with this position. I am looking forward to working with all of you to continue the work of NHRID. Recently, I took the time to re-read our NHRID Spring 2008 newsletter. First, I need to say...wow...we have a darn good newsletter! Amy-Jean and Celia work very hard to make sure the newsletters are interesting and fun to read, and they certainly succeed. Great job ladies! The other thing I wanted to mention about our newsletter is how proud I was that we have such great resources here in NH. There was a great article from Lianne and a great article from Jodi; reading these made me realize how lucky we are here in NH. We have many experienced interpreters who have seen how this profession of ours has changed throughout the years, and they are willing to share their thoughts, experiences and knowledge with the rest of us. How great is that? The NH interpreting community isn't perfect, but we have a lot to be thankful for. We have interpreters who are supportive of one another, a fantastic Deaf and Hard of Hearing community with which to work, and agencies, both state and private, that support the community and in turn support us, as well.

This summer and fall we are hoping to set up Special Interest committees under NHRID. We are hoping that groups of interpreters with the same professional interests will be able to be a support for one another, work together to help break down some of the barriers in that area and perhaps even come up with workshop ideas. Heather Geisser and Sarah Chase have already offered to co-chair the educational committee. Other ideas for committees are Medical, Legal... any other ideas out there? If you have other ideas or are interested in chairing a committee, please contact me (president@nhrid.org). The board this year is more well represented (finally we have some educational interpreters on the board, a group that has largely been overlooked) and we hope to be able to pull in more members and better support the members that we already have.

I would like to ask you to help us encourage those interpreters who you know that are not NHRID members to come to the next meeting on Monday September 8, from 6-8pm at NDHHS (57 Regional Dr, Concord) and consider becoming members. We are the professional organization of interpreters in the state, yet we can't truly represent all interpreters in the state because we don't have the opportunity to hear from those that are not members. So, please help us recruit those who are not yet members. We can only succeed if we all work together.

This year NHRID, NHAD and NHRAD are all co-sponsoring a summer time picnic at Pawtuckaway State Park. We are really excited to join forces to host this fun, social event. The deaf community has been looking for opportunities to see more interpreters out at events...we hope many of you are able to make it Sunday, August 10. See you then...

Thanks again and hope to see you all at the September 8th meeting. Enjoy the rest of your summer!

Aimee Stevens  
NHRID President

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**ATTENTION : NHRID Interpreters**  
You do not want to miss this ....



**Interpreter Overboard: Why You REALLY Don't Want to Toss Your Team**  
Facilitated by  
**Deb McKinney & Laurie Gilbert**

*SEPTEMBER 19 – 21, 2008*  
*Lake Shore Farms*  
*Northwood, NH*

We work with a variety of other interpreters, some familiar some not. We do not always have the luxury of time to bond with them before we are expected to do this monumental task called interpreting. We need to feel comfortable with addressing sensitive issues with each other, regardless of how much of a relationship we have. When we come together as a community, both new and seasoned, everyone benefits. This workshop is designed to look at what we face and how we work together effectively. Through large and small group discussion and role plays we address the issue of how we build a sense of community and are able to navigate the precarious positions we find ourselves in.

**Deb McKinney** – Deb is a native of New Hampshire and graduated from Austine School for the Deaf in Vermont. She attended Gallaudet University and graduated from Springfield College in Manchester, with a BA in Human Services. After attending Northeastern University, Deb also participated in the grant funded NU Rural Interpreting Program. Deb has been a freelance Deaf interpreter for 11 years and has been an ASL consultant at North Shore Music Theatre (NSMT) in Beverly, MA for 6 years. She was also an adjunct faculty member at the University of New Hampshire at Manchester in the Sign Language Interpretation Program as well as Northern Essex Community College in the Deaf Studies and Interpreter Training Program. Deb is a member of NHRID and was President for the past 3 years; a member of NHAD, MASSRID and MSAD. Deb enjoys reading, outdoor activities, and traveling.

**Laurie Gilbert** – Laurie is currently working as a Teacher of the Deaf in the Manchester Program for the Deaf and Hard of Hearing in Manchester, NH. She is an NAD V – Master Level interpreter, has an SCPI rating of Advanced Plus and attained an EIPA score of 5.0. Laurie earned her Bachelor's in Elementary Education from Plymouth State College and a Master's Degree in Deaf Education from Gallaudet University. In addition to teaching, Laurie has worked as a free-lance interpreter for the past 18 years. Her experience includes educational interpreting, platform interpreting and video relay interpreting. Laurie has presented several workshops related to interpreting in the educational setting in both NH and the Metropolitan DC area.

**Questions [including cancellation policy]** – contact Aimee Stevens at [aimee.stevens@comcast.net](mailto:aimee.stevens@comcast.net) or 204-8279

The weekend begins at 5:30 pm on Friday with dinner. Friday's session is 7:00 pm to 9:15 pm. Saturday's session is 8:30 am – 12:30 pm and 2:00 pm to 6:00 pm. There is no formal session on Saturday night, but informal activities and social time are what make this workshop more compelling. There will be a cash bar open on Saturday after the workshop. Sunday session is 8:30 am to 12:00 noon. There will be no lunch provided on Sunday.

Discussion will be lead in ASL, however, during our discussions there might be times when people would be more comfortable using Spoken English, therefore, ASL interpretation can be provided when necessary **during** the workshop. This series is open to NH working interpreters, recent ITP graduates, or seniors in an ITP.

NHRID is approved by the RID CMP to sponsor continuing education activities. Workshop credits are offered in Professional Studies at an instruction level of some knowledge. Total credit given for the weekend is 1.3. No partial credit will be given.

## REGISTRATION FORM



### Interpreter Overboard:

Why You REALLY Don't Want To Toss Your Team  
Facilitated by Deb McKinney & Laurie Gilbert

**Registration Fee:** \$125 double occupancy or \$165 single occupancy

**Registration Fee includes:** workshop, RID CEU's, accommodations for weekend, breakfast for Saturday and Sunday, lunch for Saturday, and dinner for Friday and Saturday, as well as snacks.

Registration deadline – AUGUST 25, 2008

Checks payable to **NHRID** and mail to:  
Aimee Stevens; 7 Glenview Drive, Hudson, NH 03051

**LIMITED TO NHRID MEMBERS [BY JULY 1, 2008] AND NH LICENSED INTERPRETERS**  
Information will be sent via email. Please include an email address on your registration form.

### Interpreter Overboard:

Why You REALLY Don't Want To Toss Your Team  
Facilitated by Deb McKinney & Laurie Gilbert

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

NHRID member: Yes \_\_\_ No \_\_\_

Amount Paid: \_\_\_\_\_

If double occupancy, do you have a preference as to a roommate? Y \_\_\_ N \_\_\_

Roommate Name: \_\_\_\_\_

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## Beyond the Standards—Part IV

Submitted By Jodi Lefort

The fourth and final session of Beyond the Standards took place the last weekend in May. In many ways I am relieved to have it finished, while at the same time I will miss having scheduled sessions of learning from and with 40 other interpreters!

The weekend schedule was each of the 6 groups were assigned a time to interpret the trial – complete with a Deaf defendant, Deaf and hearing witnesses, including a coroner’s report. Aside from many nerves, Friday started off well. We completed our preparation with each group being responsible for preparation with one individual involved in the case [judge, Deaf defendant, defense attorney, etc.].

The first assigned group, without the full complement of their team, took the ‘stage’ and that is when we realize that all the best made plans do not always work out the way we expect. Carla had anticipated one full trial to last ONE hour, leaving plenty of time for discussion and for each group to complete the task. However, this first trial proceeded to last about FOUR hours!

Instead of having the second group on Friday, that concluded our day. Needless to say, the times needed to be adjusted and on Saturday we were able to get 4 groups in, none of which got the opportunity to interpret the full trial. On Sunday when the final group was done it was open for volunteers who wanted to either repeat a role or take on a new one.

Even after interpreting for more years than I want to admit, I am continually amazed as the task we have before us and how much influence we have. There was a couple of articles that we had read for our interim assignments that focused on the types of questions attorneys ask and how they craft them in such a way to illicit a specific response. We also read about how that can trip interpreters up because all those strategies do not necessarily translate well. We all know what it is like to try to interpret double negatives J!

One particular example that stands out to me was when the attorney was questioning an opposing witness:

*QUESTION:* “That is gossip because in fact you were never in the house with them, were you?”

The goal is that regardless of the answer to whether or not they were in the house, the person is admitting that their previous testimony is gossip.

*INTERPRETATION:* “YOU INSIDE WITH SARAH AND BRAD NOT, MEANS CALL KELLY TELL-HIM CALLED GOSSIP, RIGHT?”

The question that the Deaf witness is about to answer is different than the one originally asked. He was asked whether or not he was in the house, however, he is now answering whether or not what he told Kelly was gossip. This is a very EASY misstep for us to make. He then went on to answer the interpreted question, and guess what – an objection was made that he was unresponsive. It also was suggested that the CDI’s switch because of fatigue [although the hearing interpreter’s interpretation is the one that skewed it, not the CDI’s].

This is one of many examples that make me stop and think about how we need to monitor our work and that of our team. It needs to be okay for us to correct each other or ourselves without issue because it is our product that matters, not our feelings!

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Overall, I am thankful that I was able to take this training. It has provided many nuggets of information for me to ponder. All of which I am hoping will make me more aware and a better interpreter.

One last note – again, it was painfully obvious how disrespectful to our Deaf colleagues we were. Please join with me in making a pact that when we are in the presence of Deaf people we will work hard at making sure that our conversations are fully accessible. And, that we can and will remind each other.

I'd be more than willing to chat more about the series and/or the articles about it – please feel free to contact me!



## News From the NDHHS Referral Desk

Hello Interpreters!

Dawn and I hope you are having a great summer so far. We've had both slow and busy weeks so far during the summer, and neither of us want the school year to show its face just yet.

As many of you know the interpreter policy manual was revised and the revisions went into effect on July 1. You can find a copy of the NDHHS Interpreter Policy Manual on our website at: [http://www.ndhhs.org//referrals/for\\_interpreters.html](http://www.ndhhs.org//referrals/for_interpreters.html) . Just click on the “click here” link and a PDF will open containing the manual.

A reminder that NDHHS has re-printed its yellow communication access cards which include all of the contact information for interpreter referral. If you need any cards to give out to businesses please let us know and we can mail you some.

If you have some time this summer, please stop by and say “hello.” Enjoy the rest of the summer and the start of the fall!

Emily and Dawn

**NHRID Newsletter  
Deadline!**

**October 20**

**[Newsletter@nhrid.org](mailto:Newsletter@nhrid.org)**



What's Up??

Happy Birthday!  
Jodi Lefort ~ September 28



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We're leaving for a long weekend of camping in Wolfeboro. Looking forward to the relaxation but not the rain :-). Hope everyone has a nice Summer!  
~Bethany Whiton

Week vacation to Williamsburg, VA with my whole family (my husband, son, parents, siblings and their families... 11 of us) should be fun?!?!?!?

In August we will be celebrating Luke's first birthday...ugh...how depressing...and exciting all at the same time.  
~Aimee Stevens

We will hopefully be able to take some day trips with the kids, but our main focus is to finish the construction on our house and get it back in order!  
~Jodi Lefort

I enjoyed a mini family vacation camping on Cape Cod. 17 family members and friends camped for 3 nights on 3 campsites and 2 cabins. I also plan on doing a little kayaking and hiking with my husband on my week off in August. ~ Amy-Jean Leblanc

My summer plan is to move our shower into the house! Although it's gorgeous and 'au natural' showering outside under the stars and sun and clouds, I'm really psyched to have the shower in our newly, and coolly, tiled bathroom. ~Christine Berube

It's been quite a roller coaster year. We built a house and moved. Never did sell our old house and certainly never expected to have two mortgages!! My father died suddenly leaving my 81 year old mother living alone for the first time in her life. I've been flying back and forth to Michigan to tend to her. My son bought a small house on a foreclosure in Louisville, so I've been the long distant decorator. Our oldest daughter won an independent research project that has taken her to about 15 Pacific and Indian Oceans' islands for the last year. Hooray, she'll be home July 24<sup>th</sup>!!!!!! Am I counting??? I've been happy for her, but this mother will be glad to see she is safely returned to the US. Our other daughter will return from her internship in Washington DC in time to join the family before heading back to Vanderbilt. Our son will fly home and we will actually have our family together for the first time in almost two years. Yeah!!!!!! In between all this, I continue to thoroughly enjoy my interpreting and volunteering at NDHHS when I can. ~Julia Emley

## Ethic Ally Returns!



Dear Ethic Ally,

I've encountered a situation recently where a business wanted me to interpret a 2-hour meeting. When I asked who my team would be, I was told that the other interpreters who were hired previously have not asked for a second interpreter; they do the 2-hour technical business meeting alone! Needless to say, I was shocked by this. Should I be able to talk with the previous interpreters and ask why they are setting the precedent that teams are not needed for jobs over one hour as our profession has indicated as the limit to working alone? Or should I just follow what my predecessors have established with that business and struggle my way through? Sincerely, In a Pickle

### Deaf Consumer's Response:

First of all, I would talk with previous interpreters to find out why it was happening with one interpreter, not two. Wonder if the business wants to save \$ with one interpreter? It is wrong!

Then let the agency know what is happening. Then have the agency talk with the business person who hired the interpreters in the past and explain the importance having two interpreters in order to deliver the right messages and also important to give interpreter having the team to work together as taking turns and feeding.

It is not worth to suffer to go through alone because it will do more harm to the consumer and interpreter as well. Always find a way to educate the world about the importance having two interpreters to make things smooth and effective as well. Good luck!

### Hearing Interpreter's Response:

I am sure that many of us have encountered situations where we are asked to do something that a previous interpreter did that we do not feel comfortable with. Being self employed, we have the right to run our business the way we choose. That being said, we do need to be aware how our decisions will impact others though. I would caution any of us to just do what a predecessor did especially knowing that we will 'struggle'. This is not fair to the people involved and is a violation of our code.

It is important that we do not only look at the amount of time involved, but look at the demands of the assignment and assess from there as to what we can do. To be honest, there are times when a 15 minute assignment requires a team. Often times we need to explain to hiring parties what our standard practice is, and why those standards are in place. To have a team for this assignment would mean less fatigue, less errors, less interruptions to the meeting and overall better access for the Deaf employee.

There should be no reason why you could not ask for the previous interpreters contact information and let the business know that you will get back to them about your decision. You could contact that interpreter and tell her/him that you are hesitant to do the meeting alone and wanted to know the format of the meeting. They might know something you don't. The structure of the meeting may be different than what you expected, or it might mean that business was originally only willing to hire one interpreter she/he might have felt that one interpreter was better than none. As an aside, that is not always the case. When interpreters are there, everyone that does not know better assumes that the Deaf person has access to everything and therefore holds that Deaf person responsible for the information, whereas, if there was no interpreter present they would not hold that same assumption.

We can not control the decisions of the hiring parties so it may come down to you needing to decline the assignment because you are not willing to work under those circumstances. That is okay!

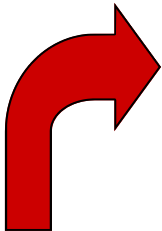
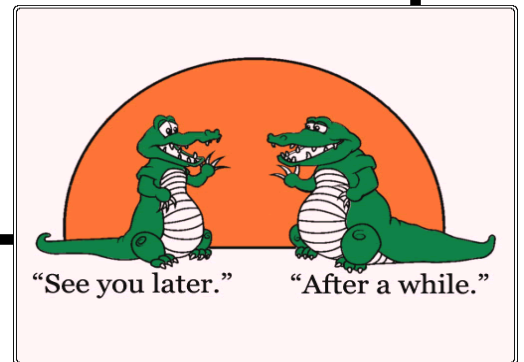
I do want to emphasize that in no way shape or form should any of us be willing to compromise the assignment, the people involved or our ethics just to go along with what another interpreter did or said. We need to realize the immensity of our task and the consequences that can and will result from our decisions.

Hope this gives you some ideas as to how to proceed. Good luck!



Hello to our NHRID Board and Members and Community Members,  
I want to extend my sincere appreciation to you for letting me be the President of NHRID for the past 3 years. It was a wonderful experience for me being part of NHRID Board and the community. I want to say congratulations to the new Board members for the next term. Hats off to them and I will continue to be part of NHRID Board as a ex-officio. I am looking forward to seeing the changes and improvements in the NHRID community. I hope to see that you'll be part of NHRID and the community. Again, I thank you for allowing me to be part of NHRID.

I will not say good bye but say see you later, alligator! :)  
Enjoy the summer!  
Best,  
Deb



## NHRID General Meeting!

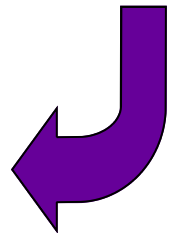
Monday, September 8, 2008  
6 ~ 8 pm

NDHHS  
57 Regional Drive, Concord

Hope to see, in you there!!!

Please remember order to be able to vote,  
you must be a current member of both  
NHRID and RID.

If you have any questions about membership please contact [membership@nhrid.org](mailto:membership@nhrid.org)



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## News From GSIL

Happy summer everyone! I can't believe I have been at GSIL for over a year. How time flies! Having said that, it seems like a good time to take a moment to update you what we have done in the past 12 months.

This past year has been very busy for us. We said farewell to Lori Johnstone and welcomed Barbara Brown to our team. Barbara works in the Interpreter Referral Program and as my Staff Assistant. As you also know, Sandy Unger works as our full time interpreter. I continue working as the Manager. Between managing the program, attending meetings and working with consumers, my plate is more than full but I wouldn't have it any other way.

This year has been characterized by growth and change, all designed to enhance the quality of services we provide. We started out by changing the name of our program to "Deaf and Hard of Hearing Services". We believe this title better reflects the type of consumers we serve. We have significantly increased our consumer base as well as the type of services we now provide.

Although our main hub is still in Concord, we have started working out of our Manchester office two and half days a week. Both of our offices have ample parking, phone, email, and VP access, which makes getting back to people much easier than before. We are in the process of establishing an office in the Dover/Portsmouth area. It should be opened sometime in the fall. We also currently meet with consumers by appointment closer to their homes, if they do not live in the greater Concord, Manchester, or Portsmouth areas. Although we have made some great strides, we know that our task is not yet finished and we continue to make changes to further increase the quality our program.

We have been working with various agencies the serve the Deaf and hope to continue and even expand on those collaborations in the days to come. We would welcome the opportunity to partner with NHRID in either providing interpreter training or hosting workshops to add to the many wonderful workshops already provided in NH.

As you may know, we recently sent out a survey to all of you to update our referral database. Many thanks to those of you who already filled it out. In case you have not had an opportunity to do so or were not on our mailing list and would like to be, you can find it at: <http://www.zoomerang.com/Survey/?p=WEB227QV3EDAWB>

We plan to host another interpreter forum in the fall. Stay tuned for date and time.

As always, we appreciate your feedback any time and look forward to hearing from you. Should you have feedback for us or if you would just like to see our office and meet our staff, feel free to stop by, give us a call, or drop us an e mail.

Our address is: 21 Chenell Drive, Concord NH. Or, you can visit our Manchester office at 1850 Elm Street. You can also reach us via phone at 603-228-9680 or 800-826-3700, VP/TTY 1-888-396-3459 ( Concord ) or 1-866-929-0126, or e-mail at [madeline.olioruano@gsil.org](mailto:madeline.olioruano@gsil.org)

Thank you for your continued support. Enjoy your summer and for those of you who will be traveling, stay safe.

Madeline

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## Who Are the People in Your Neighborhood?

Each edition, NHRID News introduces you to people and agencies around the state. If you would like to learn more about a particular person or agency or would like to tell us about yourself, please email the editors at [newsletter@nhrid.org](mailto:newsletter@nhrid.org). This edition, we are pleased to introduce you to Dawn Welshman, Referral Specialist at NDHHS...

**What is the favorite part of your job?** Successfully filling a request (by consumer preference, qualified interpreters, etc.)! I also enjoy communicating with and meeting interpreters and learning more about the field!

**What do you like the least?** Not being able to fill requests. Having to deal with outside individuals who feel they don't need to abide by ADA. Everything boils down to dollars and cents regardless of the rights of others. Also, many people think interpreters "grow on trees". LOL

**Do you have a family/kids/pets?** My immediate family (mom, dad, bro, sis in-law, niece, nephew, grandparents, etc.) are not far. They live in Southern Mass (I visit whenever I can). I reside here in NH with my boyfriend, fish and 2 cats-Sully and Belle. (I have no children; my cats are my kids!)

**What do you like to do when you're not working?** Ride my Harley, read, spend time with friends/family and my cats!

**If you could have dinner with anyone in the world, who would it be?** All the women from *The View*!

**What's your favorite...**

**Music?** I love music! I'll listen to almost anything (hmmm except rap, after about 5 minutes I'm done!), but my faves are Rock and the Blues.

**Color?** Black

**Food?** Any type of Portuguese food

**Sign?** Hmmm can't think of a fave....

**Car?** I prefer a motorcycle (Harley, of course), but love my Rav 4 =)

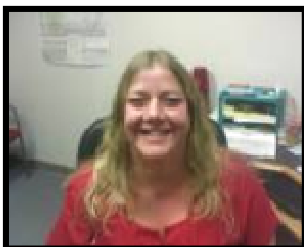
**If you won the lottery, what is the first thing you'd do?** Travel the world!

**Are you planning on becoming an interpreter? If yes, what lead you to the field?** Yes, I moved here to NH to attend UNHM's SLI Program. My LONG term goal is to interpret in legal settings. My love of the language led me to the field. I had been exposed to sign language through a family member and my work. I began taking Sign Language Classes at Bristol Community College in Mass and learned that I could have a career using sign so here I am!

**Chocolate or vanilla?** Chocolate

**What could interpreters do to make your job easier/better?** Provide as much feedback as possible whether positive or negative. I think feedback provides more insight into the interpreter's perspective and job, which helps me learn more about the field. In addition, it could help me be more efficient, productive, etc. in my work. Even if feedback is given and there is no solution, I think knowing and being able to communicate about it is important.

**Aside from food, shelter, water, if you were to be stranded on a deserted island, what 5 things are critical for you to bring?** My boyfriend, my cats, my motorcycle, books and my sidekick...LOL!



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## Health Insurers will Pay Interpreters

Starting next January, in California health insurers are responsible for their members to get care and services in the language of their choice. It means insurance companies must provide interpreters (of any language) for doctor appointments and at all other health care facilities. This covers 40 insurance companies and 21 million enrollees. 50 million dollars have already been spent to prepare for the start up of this new regulation. We'll all be watching to see how this plays out in California and whether it will determine what happens in other states across the nation. No more negotiation with an office manager, it will be with a national mega-business...

~Excerpted from Modern Healthcare, June 16, 2008

~ Submitted by Julia Emley

## The Roller Coaster Ride

Submitted by Bethany Pike

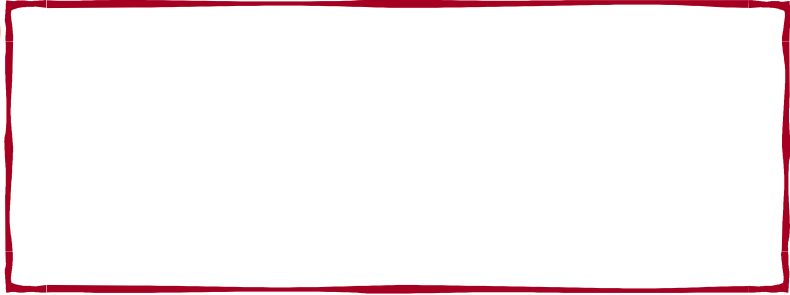
As an interpreting training program comes to a close and seniors reflect upon how it has been, we all have different reactions. Some have extreme senioritis and are filled with joy and happiness. While others may have sadness and mixed feelings towards their next path in life. When I look back at my time spent learning to become an ASL interpreter, I relate it to a roller coaster ride. It's been a long one, a little longer than most students, but I've been smiling the entire time. Every uphill was exciting, every downhill was a lesson and every upside-down loop that ended in success showed I was capable. The ride wasn't perfect, life never is, but I benefited from every bump and turn and will cherish all the memories that were made along the way. As my ride comes to a close and I step out of the car with all my mentors who have joined me for this adventure, my last words as a mentee are: thank you. I had a variety of mentors who put in so much time and effort that I couldn't have asked for a more well-rounded experience. As I walk away to join the interpreting community, I see the next car full of seniors taking off for their ride. My advice for the mentors joining them is to remember what it was like to be a mentee and relate to being in their shoes. Always remember that the mentoring that you do is improving the interpreting community and that it's priceless.

## Welcome and Thanks to New & Rejoining NHRID Members!

Diane Aseltine-Grzyb  
Christine Berube  
Nancy Bessette  
Julie Bornstein  
Sarah Chase  
Melody Chicoine  
Shawna Chrostowski  
Glenys Crane-Emerson  
Caroline Davis Hines  
Julia Emley  
Kristen Farrell  
Rachel Farrell  
Lesley Garey  
Susan Graesser  
Emily Graves  
Shannon Grundy  
Jennifer Howes  
Jack Hoza  
Betsy Johnson  
Elizabeth Kennedy  
Amy-Jean Leblanc  
Jodi Lefort  
Christina Lettre  
Terry Linehan  
Maureen Lundergan  
Deb McKinney  
Laurie Meyer  
Reed B. Marmy-Cotton  
Celia Michau  
Lianne Moccia  
Karen Phillips  
Bethany Pike  
Sally Plows  
Heather Putney Geisser  
Lynette Reep  
Cylyn Reviczky  
Toni Robbins  
Amanda Solloway  
Aimee Stevens  
Erin E. Thompson-Foote  
Sandra Unger  
Cindy Wallace  
Janice Wightman

NHRID  
P.O. Box 5432  
Manchester, NH 03108-5432

Summer 2008



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Put your heart, mind, intellect and soul even to your smallest acts.

~Edith Sitwell