

THE GBA NEWS DOCKET

VOLUME 66, NUMBER 9; MAY 2017



Kenneth R. Keller,
*President of the
Greensboro Bar
Association*

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You can contribute news or topics of interest to the GBA by contacting Editor Doug Tsao:
dtsao@maccordmason.com

Message from the President

Our May meeting will be a family picnic outing on Sunday, May 21, 2017 for the Hopper's game at the First National Bank Field downtown. The picnic (hamburgers, hot dogs, BBQ chicken, vegetarian item, cole slaw, baked beans, beer, tea, lemonade and water) runs from 3:30 – 5:00 p.m. The game with the Delmarva Shorebirds begins at 4:00 p.m. The event is free to all GBA members and their families.

This event is coordinated by the Young Lawyers Section of the GBA, which will solicit financial donations for their very successful Book Buddies program. Please help the Young Lawyers Section reach their goal of \$500 (tax deductible contributions can be made to the Greensboro Bar Association Foundation, Inc., marked "YLS – Book Buddies").

To obtain tickets for the game and picnic, please respond to the e-mail registration notice that Diane will be sending very soon. A special GBA "will call" table will be located at the east entrance (closest to the dog statues/playground) to the ball park just prior to the picnic.

Construction of our eighth Habitat house is off to a great start. The Student Veterans Association at UNC-G and a number of our law firms and associated entities (Brooks Pierce, District Court Judges, Federal Court Unity Committee, Nexsen Pruet, Oxner Permar, and Schell Bray) have signed up to staff complete workdays. However, we still need volunteers. Please access [the Habitat/GBA website](#) to review the schedule and volunteer.

With your help, this year the Greensboro Bar Association:

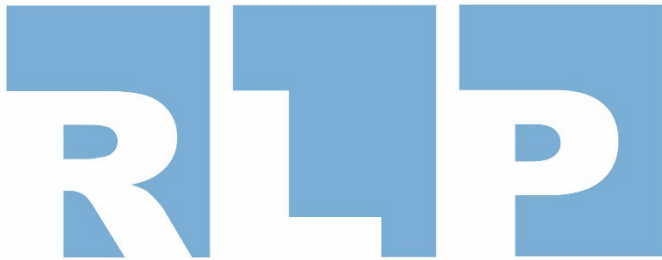
- Amended the 18th Judicial District Bylaws, coordinating efforts with our 18H sister District so both Bylaws are now consistent and on file with the North Carolina Bar Association
- Held a special meeting and submitted nominations of Jonathan Kreider, Ronald Butler, and Randall Howell to Governor McCrory for the position of District Court Judge vacated by the retirement of the Honorable Wendy Enochs
- Hosted a special session of the North Carolina Court of Appeals and reception to honor Judge Enochs
- Awarded the annual GBA Award for Pro Bono Service to Amanda Feder
- Recognized Bob Cone as the recipient of the NC State Bar McMillan Distinguished Service Award
- Awarded the Centennial Award to John Cross
- Awarded two annual GBA Distinguished Service Awards, one to Judge Patrice Hinnant and one to Justice Bob Edmunds
- Coordinated a trip to the U.S. Supreme Court
- Raised almost \$25,000 for Legal Aid
- Continued donation of books at Jones Elementary
- Continued staffing Potter's House the third Sunday each month
- Donated 35 pints of blood to the Red Cross
- Recognized 15 members receiving Herb Falk Society awards for Pro Bono Service
- Raised funding and volunteers for our eighth Habitat for Humanity House
- Provided 1 hour of substance abuse and 2 hours of ethics CLE to our members

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MAY CALENDAR NOTES

- May 17 **GBA Board Meeting, 4:00 PM**
 Self Help Building
- May 21 **Potter's House, 9:00 AM**
- May 21 **Picnic at the Hoppers**
 Buffet from 3:30-5:00 PM;
 Game time 4:00
 at First National Bank Field
- May 25 **Free 1 Hr. CLE, Noon,**
 Smith Moore Leatherwood

[Click to keep up with GBA Events Online](#)
[Click Here for Legal Community Posts](#)



ROSSABI LAW PARTNERS
ROSSABI REARDON KLEIN SPIVEY PLLC

You are cordially invited to a reception to celebrate the new offices of Rossabi Reardon Klein Spivey PLLC. Our new address is:

706 Green Valley Road, Suite 410,
Greensboro, North Carolina 27408.

The reception is Thursday, June 15th, 2017 from 3-6pm. We hope to see you then.

NEW MEMBERS

Approved April 12, 2017

Brandon Kenneth Jones
Carruthers & Roth, P.A
Endorsed by Kenneth L. Jones

Stacey L. Kraftchick
Tuggle Duggins P.A.
Endorsed by Michael J. Wenig

Jessica Stone
Legal Aid of NC
Endorsed by Janet McAuley Blue

LET'S GET SOCIAL!

Follow us on Facebook and stay up to date on all our volunteer and social events!



[GBA Young Lawyers Section](#)

[Greensboro Bar Association](#)

OFFICE FOR LEASE

**1580 sf +/- office space for lease
in Brassfield Professional Center**

(2008 New Garden Rd); multiple offices/work areas layout and conference room; wired for multiple work stations with covered entrance and front door parking. Available May 1, 2017. Partially furnished option available.

Contact: Leslee Wright 336-339-6568
or lwright6817@aol.com

NOTICE

Submissions for consideration for the Greensboro Bar Association Newsletter should be made to dtsao@maccordmason.com. All written submissions should be made in Word format and should be in complete form, and any photographs should be submitted in jpeg format. Any photographs submitted should contain a caption identifying the person or persons in the photograph and, where applicable, other information necessary to understand the context of the photograph. Submissions made in other formats, including e-mail text submissions, may not be considered for publication.



Camille Stell

Camille Stell is the Vice President of Client Services for Lawyers Mutual. Camille has more than 20 years of experience in the legal field. Contact Camille at camille@lawyersmutualinc.com or 800.662.8843.

52 WAYS TO WOW A CLIENT

Providing great client service is among the best ways to avoid bar grievances and malpractice claims. Impressing your client with your legal skills, your business savvy and high emotional intelligence is also guaranteed to encourage referrals, which is the best way to build your law practice. Here are 52 tips to wow your clients.

1. Return phone calls
2. Ask questions
3. Under-promise and over-deliver
4. Anticipate future needs
5. Help clients maneuver the system
6. Be sensitive to client needs
7. Be aware of the time you are charging clients
8. Be empathetic
8. Be transparent in communications
10. Make technology your friend
11. Be efficient
12. Be transparent in pricing
13. Ask for feedback
14. Create and share content with your client
15. Offer educational programs to your client
16. Be available
17. Advocate for your client
18. Treat your client with respect
19. Treat your staff with respect
20. Be a team player
21. Check your ego at the door
22. Be honest
23. Be authentic
24. Get personal
25. Listen to your gut
26. Apologize if something goes wrong
27. Choose clients you like
28. Fire clients when necessary
29. Be a life-long learner
30. Cultivate a team approach
31. Refresh your office space
32. Put fresh flowers in the reception area
33. Freshen your bathrooms and offer amenities like mouthwash, mints, lotion
34. Provide parking or directions for parking
35. Become an expert
36. Become a NC State Bar Specialist
37. Develop leadership skills
38. Develop a niche
39. Invest in your community
40. Invest in a charity
41. Invest in pro bono work – visit ncprobono.net
42. Update your client intake process

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locally-owned and proudly NAID® Certified
On-Site Document Destruction Company offering purges and regular
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MESSAGE FROM THE PRESIDENT Continued from page 1

Special thanks to

- **Afi Johnson-Parrish** for her guidance throughout the year, her service as chair of the nominating committee, and her service on the compensation committee
- **Eloise Hassell, Judge Bill Davis, Sarah Roane, Jeff Oleynik, Ashley Bennington, and Gwen Lewis** for their service on the nominating committee
- **Sarah Roane and Desmond Sheridan** for their service on the compensation committee
- **Judge Teresa Vincent and Ames Chamberlin** for the creative “ice breakers” during our lunch meetings and the successful membership mix and mingle events
- **Gwen Lewis and Elon University School of Law** for the Holiday Party
- **Craig Hensel** and his team of volunteers for continued staffing at Potter’s House
- YLS President **Lisa Arthur** and her team for coordinating Pro Bono CLE, the Scrubs versus Suits basketball game fund raiser for the Mustard Seed, and annual Hoppers Picnic and fund raiser for Hampton Elementary Book Buddies Program
- **Erin Reis, Adam Kerr** and their team for the continuing successful Jones Elementary Jones Book project
- **Martha Peddrick, Judge Vincent, Melissa Duncan** and their team for coordinating the Red Cross Blood drive
- **Sarah Roane, Judge Bill Davis, and Nick Bakatsias** for coordinating the most successful fund raiser yet for Legal Aid
- **Eric Richardson** and his team for coordinating the annual Herb Falk Society awards for Pro Bono service
- **Bob King** for our upcoming Lunch & Learn CLE
- **Sarah Roane** for coordinating a very well received (and interesting) annual CLE
- **Bill Cooke, Nancy Ferguson** and their team for raising funds and staffing for construction of our eighth Habitat for Humanity House
- **Richard Gabriel** for coordinating Memorial Resolutions
- **Eloise Hassell, Doug Henderson, and Judge Vincent** on completion of 3 years of service on the GBA Board
- **Erwin Fuller, Eloise Hassell, and Doug Henderson** for their work on the GBA awards committee
- **Chelsea Anderson** for her service as Secretary for both the GBA and 18th Judicial District
- **Desmond Sheridan** for his service as Treasurer for both the GBA and 18th Judicial District
- **Mark Gaylord** and his team for continuing History and Archives interviews
- **Damon Duncan** for keeping our social media active
- **Doug Tsao** for his service as GBA newsletter editor
- **Pat Kane and Tom Carruthers** for their work with the Second Chance Project
- **Abigail Peoples, Kim Gatling and Margaret Kantlehner** for their many contributions to the board

And last but not least, **Diane Lowe**, our Administrator, for keeping everything together in both the GBA and 18th Judicial District.

Thanks, Ken Keller

GBA Annual Picnic 2017

Sunday, May 21

4:00pm

**First National Bank Park’s
Novant Health Picnic Area (at 3rd Base)**

Bring your family (kids too!) to cheer on the
Greensboro Grasshoppers
as they take on the Delmarva Shorebirds

The Young Lawyers Section will be collecting donations for the Book Buddies program at Hampton Elementary School.

YLS will use all donations to purchase books so that our Book Buddies will have a new book to take home for the summer—our goal is \$500!

[Click here to Register](#)



EDMUNDS AND HINNANT RECEIVE GBA DISTINGUISHED SERVICE AWARD

The Greensboro Bar Association established the Distinguished Service Award in 1993 to annually recognize a lawyer for exhibiting a deep devotion to the legal profession and an enduring contribution to the administration of justice and the public good through unselfish service. We were fortunate to have two very deserving recipients this year, Robert H. Edmunds, Jr. and Patrice H. Hinnant.

Presenter's comments are available at the following links: [Robert H. Edmunds, Jr. \(PDF\)](#) and [Patrice A. Hinnant \(docx\)](#)



FREE CLE - UNDERSTANDING THE BUSINESS VALUATION PROCESS FOR LITIGATION

The GBA will sponsor a CLE to be held on Thursday, May 25th at Smith Moore Leatherwood LLP in Greensboro, from 12:00 to 1:00 pm. Check in begins at 11:30 a.m. Lunch will be provided.

The CLE will feature a presentation from Dwight A. Ensley, a Certified Valuation Analyst and North Carolina licensed attorney. Mr. Ensley is the founder and principal of ValuePoint.biz, a valuation firm that performs valuations of closely held businesses across the U.S. and valuations of defined benefit pension plans for divorce cases in North Carolina. Mr. Ensley's presentation will focus on how businesses are defined, when business valuations are

required, what to look for in selecting an evaluator, the various types of business valuations, what standards to use when evaluating a business, and the elements of a business valuation report. One hour of general credit for this CLE is pending approval from the State Bar.

The CLE is free for GBA members.

Please contact Ellis Martin at ellis.martin@smithmoorelaw.com for any further questions.

[Register for May 25 CLE Here](#)

STELL: MY READING CHALLENGE *Continued from page 3*

43. Use effective client engagement letters – visit lawyersmutualnc.com
44. Encourage referrals from your clients
45. Survey your clients
46. Take time off
47. Fill your office with positive, energetic, inspirational people
48. Develop a Board of Advisors, trusted friends and colleagues to guide you and your practice
49. Focus on one client at a time
50. Network and develop business in an authentic manner
51. Earn your client's trust
52. Build an awesome website

Good luck as you work hard cultivating exceptional client relationships.

Camille Stell is the Vice President of Client Services for Lawyers Mutual. Continue this conversation by contacting Camille at camille@lawyersmutualnc.com or 800.662.8843.

HABITAT 2017 DONORS RECOGNIZED

The Habitat Steering Committee would like to extend its sincere appreciation to those donors who made the Greensboro Bar Association's 8th Habitat House possible. Thanks to their contributions, and those of our dedicated work crews, the Tona Nay and D'Joan R'mah family will soon have a home to call their own.

Developer (\$1,000+)

Gerard Davidson & Janet Ward Black
Kenneth R. Keller
M. Jay Devaney, *In Honor of Brett Devaney*
Herman Cone III, *In Honor of Bob Cone*
James L. Swisher
Nancy S. Ferguson
Douglas E. Wright
Tuggle Duggins P.A.

Contractor (\$500 to \$999)

Carruthers & Roth, P.A.
Jeri L. & Peter Whitfield, *In Honor of Bob Cone*
James W. Bryan
Robert C. Cone
Timothy Peck, *In Honor of Gerard Davidson*
John R. Morgan

Master Builder (\$250 to \$499)

Melanie M. Hamilton
Barden W. Cooke
W. Erwin Fuller, Jr.
Barbara R. Christy
Vance Barron, Jr.
M. Daniel McGinn
Reid L. Phillips
J. Scott Dillon, *In Honor of Kenneth R. Keller*
J. Patrick Haywood, *In Honor of Kenneth R. Keller*
Jesse W. Anderson
Diane & John Lowe
William G. McNairy
Benjamin R. Norman
Howard L. Williams
Christine L. Myatt
Bruce P. Ashley
Richard A. Coughlin, *In Honor of Jacob Coughlin*
Neale T. Johnson

Contributor

John M. Cross, Jr. & Jennifer K. Van Zant
Edward C. Winslow, III
Joseph R. Beatty, *In Honor of My Friends at Hill Evans
Jordan & Beatty, PLLC*
Michael R. Abel
Sabrina Bailey Clark
Catherine C. Eagles
R. Thompson Wright
Sharon B. Malburg, *In Honor of Nexsen Pruettt Real Estate
Attorneys (GSO Office)*
T.M. "Mark" Gaylord, *In Memory of Mildred Troxler
Gaylord*

Peter G. Pappas
Donald K. Speckhard
Michael J. Allen, *In Memory of Dan Kuoni*
June L. Basden
Kenneth M. Greene, *In Honor of Kenneth R. Keller*
Richard L. Vanore
Gregory S. & Wallace Williams
Mark K. York
Marc D. Bishop
Stephen W. Earp
Jeffrey E. Oleynik
Kristen King
Paul G. Topolka
William P. H. Cary
Clinton R. Pinyan
Brian J. Mc Millan
Sarah F. Sparrow
William B. Davis
Robert D. Douglas III, *In Honor of R.D. Douglas, Jr.*
William G. Burgin III
Kristin A. Landrum
Teresa H. Vincent, *In Honor of Ms. Fannie Vincent*
Tonia A. Cutchin
Susan M. Fradenburg
Gregory G. Holland
Whitney D. Pierce
Lisa K. Shortt
David Clark Smith, Jr.
H. Thomas Jarrell, Jr., *In Honor of Guilford County District
Court Judges*
Martha T. Peddrick
Justin N. Outling
Robert G. Baynes
Carole W. Bruce
Joshua O. Harper
Henry B. Mangum, Jr.
A. Robinson & Eloise M. Hassell
Matthew L. Mason
Margaret R. Kantlehner, *In Honor of Jack & Betsy
Harrington*
Susan R. Burch
Laura & Will Burton
Patti W. Ramseur
Nicholas J. Bakasias

We are still in great need of workers to fill out our crews, now through August. No Construction experience required! Please donate your time to this worthy and rewarding cause. [Register for Habitat Build Now!](#)

SMITH MOORE LEATHERWOOD PARTNER ALLYSON LABBAN RECEIVES CERTIFICATION IN HEALTH CARE PRIVACY COMPLIANCE



Allyson Labban

[Smith Moore Leatherwood LLP](#) is pleased to announce Allyson Labban, partner in the Greensboro office, recently obtained her Certification in Health Care Privacy Compliance (CHPC®) by the Compliance Certification Board.

This certification signifies knowledge of relevant regulations and proficiency in compliance processes sufficient to assist the health care industry in understanding and addressing legal obligations, as well as the promotion of organizational integrity through the operation of effective compliance programs. The certification is valid for two years and is affiliated with the Health Care Compliance Association.

Labban works with hospitals and other health care providers to identify, respond to and resolve compliance issues and keep

their businesses running. A large part of her practice focuses on state and federal regulatory compliance and fraud and abuse issues and response to OCR and OIG investigations and inquiries.

As a member of a local hospital system's ethics committee, Labban assists providers and staff in navigating complex patient care and communication issues within the framework of the law and ethical considerations. She also provides education and training on research ethics and compliance to researchers in the university and private health care settings.

Labban is a graduate of Wofford College with degrees in history and Spanish, and received her law degree from Duke University.

DON VAUGHAN APPOINTED TO NORTH CAROLINA STATE BANKING COMMISSION

Former North Carolina State Senator Don Vaughan of Greensboro has been appointed to the North Carolina State Banking Commission. Vaughan was Deputy Leader in the North Carolina Senate. He also served seven terms on the Greensboro City Council, two as the Mayor Pro Tem.

Vaughan graduated from the University of North Carolina at Chapel Hill with highest honors in 1974. He received his master's degree in public administration from American University, and received his law degree from Wake Forest University. He practices law regularly in North Carolina District and Superior Courts, Federal Court and he is licensed to practice before the United States Supreme Court.

The North Carolina Banking Commission oversees state chartered banks in North Carolina.

For more information contact:



Don.Vaughan@Vaughanlaw.com

Cell: (336) 215-0194

Office: (336) 273-1415

North Carolina Banking
Commission (919) 814-2000.