

# Heart & Hands

CONNECTION



1765 GOODYEAR AVENUE, STE #205 • VENTURA, CA 93003-8015

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## Volunteer Liaisons Launched This Fall



*Volunteer Liaison, Liz Galvan, is pioneering the opportunity with a call list of 10 Senior Volunteers. She hopes to take on additional calls and mentor others who are interested in using their experience to serve as a Volunteer Liaison.*

With close to 450 volunteers, 500 seniors and additional inquiries coming in from a few hundred others needing senior services, CAREGIVERS is committed to building effective, efficient systems, like the new Volunteer Liaisons, that allow the organization to fulfill its mission.

Thanks to Summer Intern Claire McBride, CAREGIVERS was poised to launch its new Volunteer Liaison Program in September. Claire, now a sophomore at UC Berkeley, spent the summer crafting and building a new Volunteer Liaison position, based on past examples she sourced in the CAREGIVERS' archives.

"This Volunteer Liaison role adds a layer of support that will bridge and strengthen communication between the volunteer base and the staff," Claire said. "Volunteer Liaisons work like a phone tree, taking a few minutes to touch base with Senior Volunteers for updates on their activities, to relay any concerns to staff, and to extend invitations to upcoming events."

The first cohort of Volunteer Liaisons will focus on communication with the volunteers who are serving seniors. For this reason, active recruiting is underway to identify volunteers who have experience serving seniors at CAREGIVERS. Volunteer Liz Galvan, who started with CAREGIVERS in 2013 was the first recruit.

CAREGIVERS has been awarded a grant from CSUCI's Hank Lacayo Institute, which will provide a paid intern 10-12 hours per week in the spring semester. This will allow more consistent attention to the program until funds can be identified that will support a regular staff position. ♥



## Early Survey Results

At least every two years, CAREGIVERS issues a survey to the seniors and volunteers who are served by the program. The 2015 survey yielded a 18 percent return from this key constituency. While the results are being reviewed and formally tallied by a team from the Cal State Channel Islands Sociology Capstone, the office team went one by one through every survey together. "We've made great strides in tracking data more closely over the last few years, which includes using the survey instrument as a more objective measurement of our performance," said Marketa Pospechova, program assistant, whose primary role is maintaining the database for CAREGIVERS. "That said, striking the balance between the quantitative and the qualitative is a trait we

*EARLY SURVEY RESULTS continued on page 7*

FIFTH ANNUAL-ISH

## SAVE THE DATE

# SilverStrand Open PUTT PUTT GOLF TOURNEY!

SATURDAY, NOVEMBER 21, 2015  
Register at Big Daddy O's at Noon

Play begins at 12:30 p.m. • 8 players per foursome (max!) • 2333 Roosevelt Blvd.



**WIN PRIZES.  
EAT FOOD.  
GET RESPECT.**



**\$25 per person. Kids play for free!  
Includes all Equipment, Raffle Ticket, & Food.**

Hosted by Honorary Directors **Fiona Ma**, member of the California Board of Equalization, and **Jason Hodge**, commissioner for the Port of Hueneme, this Fifth Annual-ish miniature golf tournament is fun for the whole family.

For more information or to register your friends and family, call the CAREGIVERS office at (805) 658-8530 or visit the website at <http://www.vccaregivers.org/events.php>



## Gimme Five

**Program Coordinator George Harrell**, who directs the Building Bridges Intergenerational Program, marked five years with CAREGIVERS in October. His colleagues roasted and toasted his milestone at the SAILATHON reception where he was presented with some surprise gifts and a whole lot of hugs. In addition to overseeing the high school volunteers, George also makes rounds of check-in calls to seniors, coordinates Phone Friends and fields "other duties as assigned." ❤️

*"A match for my mother couldn't be any better than the wonderful person we met today! I'm confident that today was the first of many wonderful days as Shirley visits my mother and puts joy and encouragement into her life—not to mention the much needed bit of relief for myself. I thank God and I thank you all!" — Marika*



## Staff Training Office Team Earns Certification

The CAREGIVERS Office Team participated in a two-day workshop this fall to become certified for Mental Health First Aid. The certification, which is offered by Ventura County Behavioral Health, is a ground-breaking public education program that helps the public identify, understand, and respond to signs of mental illnesses and substance use disorders. In addition, the course introduced risk factors and warning signs of mental health problems, built an understanding of their impact, and offered overviews for common treatments.

"Our office team fields hundreds of calls from strangers who are in distress," said Executive Director Tammy Glenn. "This certification augments our experience with a more well-rounded toolbox that will allow us to identify a crisis situation and access appropriate professional and self-help resources for people in need of support beyond what CAREGIVERS is prepared to provide." ❤️



## You Otta Be In Pictures! Volunteer Jim Boner: Man on the Scene

Former CFO/Controller for Deardorff Family Farms and Freska Produce, Jim Boner is now retired and spending very little time at a desk. When he and his

wife, Josephina, aren't traveling or doing Zumba workouts, Jim is enjoying photography more than ever. In fact, he's going to lend his talents to CAREGIVERS to help capture special moments at events as well as to document the stories of volunteers, particularly those who are matched with a senior. Jim isn't one to stage a photo. His preference is to photograph people in their natural environment, using a journalistic technique with an artistic touch. "In all the years I've lived here, I had never heard of the organization until the Retired Senior Volunteer Program brought it to my attention," Jim said. "I'm looking forward to helping CAREGIVERS tell its story to more people." ❤️

# The McGrath Family Wearin' o' the Green

**Norm Weitzel Open, March 14**  
**celtic faire, March 19-20**

*Topping the news for the 2016 **Wearin' o' the Green** is Presenting Sponsorship from Union Bank as well as a rally of support for seniors from Ventura County's public and private transportation services. The McGrath Family, with branches of cousins that include the Borchard, Coultas, Doud, Dunbar, Haynes, Laubacher, McCormick and Morris families, is proud to support CAREGIVERS once again as the Title Sponsor for the event.*

*The Norm Weitzel Open, scheduled for March 14 at Buenaventura Golf Course, is dominated by transit industry professionals and other long-time supporters, including **Masood Babaeian** (Ventura Transit), **Farzad Darabi** (A to B Transport), **Marlen Torres** (Gold Coast Health Plan), **Jim Jacobs**, **Andy Mikkelson** (Gold Coast Transit), **James Nicoll** (Nicoll Insurance), **John Raftery** (Executive Limousine & Coach), **Dan Rogers** (The Bunker), **Charles Sandlin** (Roadrunner), **Mel Sheeler**, **Jack Tingstrom**, **Amber Walker** (Uber), and **Alex Zaretsky** (Gold Coast Transit).*

*"Seniors who are under the impression local transit isn't concerned with their needs can think again," said Executive Director Tammy Glenn. "CAREGIVERS works regularly with public and private providers to ensure that we are always improving for the future. This year's golf committee is carving out some time to raise money for CAREGIVERS, and most importantly, to dedicate time for some conversation and collaboration. The real fruits of this year's **Wearin' o' the Green** are yet to be seen!"*

*Jim Jacobs returns once again to direct the Camarillo Celtic Faire, scheduled for March 19-20 at Constitution Park. His committee boasts a few veteran planners and some newcomers who have already hit the ground running. **Eric Alcorn** (Vom Fass Liqueurs), **Monica Chairez**, **John Fraser**, **Jill Jacobs**, **Katie Jacobs**, **Marty Kaplan**, **Georgia Wyatt**, and **Jill Young** are among the committee members.*

*Venturan Jenise Wagar has joined the team to assist with sponsorships. To participate, to sponsor or to contribute, call the office at (805) 658-8530 or visit the website at [www.vccaregivers.org/wotg.php](http://www.vccaregivers.org/wotg.php)*



Presenting Sponsor:



# CAREGIVERS: Volunteers Assisting the Elderly wishes to thank everyone for their generous support.

Following is a list of Donors who were able to give from March 16, 2015 through October 20, 2015

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You can use the PayPal button at [www.vccaregivers.org](http://www.vccaregivers.org) to make your gift today. Just be sure to send us an email to [info@vccaregivers.org](mailto:info@vccaregivers.org) designating your honoree.

Some donors are not listed and wish to remain anonymous. If your name is missing, incorrectly listed or misspelled, please accept our sincere apology and bring the error to our attention.

CAREGIVERS: Volunteers Assisting the Elderly does not sell or share its donor list with any other organization.



*Sending healing prayers  
 to David Chase*



# Sailathon Wrap-up

Net results for the 14th Annual Sailathon were on track to surpass previous years before the month of October ever started. Thanks to Title Sponsorship from **SoCalGas' Advanced Meter Project**, with additional support from **SCAN Healthcare, AAA Propane Services, Document Systems, Countess Environmental, MAR Consulting, Dignity Health/St. John's Hospitals, and Ventura Boatyard**. Of course, the friendly competition between the yacht clubs for most participation heated up with Pierpont Bay Yacht Club securing The Ugly Fish Trophy with eleven participating boats.

PBYC wasn't the only winner, though. **Bill Gibb's** Afterburner was honored for Most Money Raised and Most Laps by a Multi-Hull. **Jerzy Poprawski** made Most Laps by a Mono-Hull. **Jamie Clark** garnered most laps by a Power Boat. "In and among all the boats, which were being circled multi times over by Afterburner was this little rowing team," said Executive Director Tammy Glenn. "I squinted my eyes and there was **Bob Sage's** Kekuewa rounding the buoys that marked the triangle course in Pierpont Bay." Kekuewa was honored with most Human-Powered laps. Lastly, the Marina Award will make its home at Ventura Isle Marina this coming year.

"Everyone pitched in to make this year's event spectacular," said Hannah Stonecypher, administrative assistant. "Thanks to our sponsors, our goodie bags featured more than \$100 worth of swag that we shared with the participating crews." Once again, **Kim Morris** led the committee in securing more than \$20,000 in raffle and auction prizes. "At one point, I couldn't document fast enough the gifts that **Kim Morris** and **Judy Nolde** were delivering to the office," Hannah said, noting that she enlisted her mother's design eye to help decorate the auction display. (Thank you, **Mrs. Stonecypher!**) Noticeably absent this year was our friend, David Chase, who was waylaid due to health challenges and already back on track to participate in next year's event.

The event netted \$17,000 this year, with special acknowledgement of **Pierpont Bay and Anacapa Yacht Clubs** which have been the driving force behind the SAILATHON the last five years. "We felt a new tipping point this year when the *VC Star* previewed our "fish tale," and the net proceeds grew exponentially," said Board Chair Ann Romero. "We all especially enjoyed sampling the Ugly Fish Signature Dishes at **Yolanda's Mexican Cafes, Danny's Deli, The Greek, Margaritaville and The Boatyard Cafe.**" ♥



*Party at the Pier*

**SoCalGas' Advanced Meter**, the Title Sponsor for this year's SAILATHON, rocked Ventura Pier with **DJ Hecktik** and a line-up of Ventura's best food trucks on Sunday, Oct. 18. SoCalGas reps distributed give-aways and fielded inquiries about their upcoming installations of the new Advanced Meter throughout the area. Flanked by **Good to Go Juice, Shrimp vs. Chef, La Panini Grill and Kona Ice**, on-lookers were hoping to get a glimpse of The Ugly Fish, the event's mascot who traditionally makes an appearance this time of year in the waters off the coast. Also jockeying for position for best view were en pleine aire artists from **Julie Merrill's class**.



*PBYC claimed the Ugly Fish Award*



*Crew from 24 boats gathered at the reception*



*Food Trucks at the Pier*



*On the water in Pierpont Bay*



*The Office Team*



*The 14th Annual Committee*

## Stars Beyond Their Time by Theresa Wilson

Jennifer Hallowell started volunteering with CAREGIVERS more than a decade ago, when she was paired with her first senior whom she helped with errands and trips to the doctor. She took a brief hiatus when her daughter was still young and starting grade school before returning to volunteer again.

"I learned about CAREGIVERS through an advertisement in the mail," Jennifer recalled. "As a stay-at-home mother, I felt I needed to be more involved in my community." That's when she called CAREGIVERS to offer her services as a volunteer.

Today, she has been matched with her friend, Peggy, for close to three years now. They are a charming pair, so much so that it's hard to believe they've known each other for only a few short years at most.

Peggy's daughter had encouraged her to reach out to CAREGIVERS for help with simple tasks around the house. "Sometimes volunteers and friends can lend a helping



hand in ways that family members can't," said Program Manager Courtney Darrough. "The friendships that we watch develop over the years are one of the best rewards of our work."

Jennifer and Peggy will tell you that their friendship came so easy to both of them. "We have similar interests that helped develop our relationship from a partnership to more of a friendship," Jennifer said.

Jennifer visits Peggy regularly every Monday to help with errands and trips to the doctor. "Having volunteered with seniors now for several years, I know first-hand what a little bit of help around the house can do for a person's body and spirit," Jennifer said. "I also think I'm setting an example for my daughter that shows her what it means to be part of a community. CAREGIVERS offers a cultural framework that doesn't always happen naturally for our community. That culture and sense of community are traits I want to protect for future generations." ♥

### In memory of our seniors...

We celebrate the lives of the individuals who give meaning to our work.



**Erlinda Alandy** served by CAREGIVERS since 2009  
**Rita Bay** served by CAREGIVERS since 2014  
**Henrietta Browning** served by CAREGIVERS since 2011  
**Tom Carswell** served by CAREGIVERS since 2013  
**Betty Coffey** served by CAREGIVERS since 2013  
**Peter Coleman** served by CAREGIVERS since 2012  
**Mary Contreras** served by CAREGIVERS since 2007  
**Joseph Fallowfield** served by CAREGIVERS since 2013  
**Susan Fenton** served by CAREGIVERS since 2012  
**Audrey Gillespie** served by CAREGIVERS since 2008  
**Pershing Henderson** served by CAREGIVERS since 2013  
**Rosemary Hosley** served by CAREGIVERS since 2011  
**Eugenie Howard** served by CAREGIVERS since 2004  
**Sidney Jobe** served by CAREGIVERS since 2009  
**Jeffrey Jones** served by CAREGIVERS since 2011  
**Rebecca Lemmon** served by CAREGIVERS since 2015  
**Mabel Long** served by CAREGIVERS since 2008  
**John MacLean** served by CAREGIVERS since 2012  
**Stanley McClary** served by CAREGIVERS since 2012  
**Catherine Mervyn** served by CAREGIVERS since 2012  
**Mario Moyal** served by CAREGIVERS since 2010  
**Colette Moyal** served by CAREGIVERS since 2010  
**Angela Myers** served by CAREGIVERS since 2010  
**Janet O'Neil** served by CAREGIVERS since 2012  
**Sylvia Pollak** served by CAREGIVERS since 2008  
**Muriel Posner** served by CAREGIVERS since 2015  
**Donald Raney** volunteered for CAREGIVERS ...a long time!  
**Mary Sanchez** served by CAREGIVERS since 2011  
**Helen Scanlan** served by CAREGIVERS since 2009  
**Mildred Snowden** volunteered for CAREGIVERS since 1986  
**Bob Varley** served by CAREGIVERS since 2008  
**Janet Woolverton** served by CAREGIVERS since 2011

## Volunteer Workshop Writing from Within

The Volunteer Workshop series kicked off this fall with a writing workshop designed for beginners interested in writing their personal life stories. The course content is based on techniques from Bernard Selling's "Writing from Within: A Guide to Creativity and Life Story Writing." "We're exploring some new directions with the various workshops and classes we offer," said Program Manager Courtney Darrough, "This was definitely well-received, and I hope we can identify more opportunities like this that resonate with our volunteers."

Instructors **Geri Jabara** and **Sam Glenn**, who have both studied with Author Bernard Selling and are members of the California Writers Club in the San Fernando Valley, were solidly booked one week prior to the start of the workshop series.

Got an idea for another popular workshop?  
Give us a call at (805) 658-8530 with your suggestion! ♥

*Special thanks to  
Sam and Geri who volunteered  
for the volunteers.*



# Taking Stock for the Holidays?

*We are! CAREGIVERS is ready and waiting to receive your gift of stock before December 31, 2015 (or anytime thereafter!)*



Thanks to Donor **Karen Courington**, CAREGIVERS is poised to field more sophisticated gifts (like stock shares) than ever before. Karen contacted the office in late December 2014 looking to donate some shares of an unwanted stock. “An important part of the story is that I inherited stock in a company that I do not wish to hold for ethical reasons, so I decided to gift that stock to a charity I believe in,” Karen said.

Not every small charity is in a position to field stock gifts. Thanks to an endowment that was established at the Ventura County Community Foundation, donors have yet another avenue by which to support CAREGIVERS. “That’s one of the reasons our Community Foundation exists,” said Vanessa Bechtel, president and CEO of VCCF. “We’re here to help develop partnerships and support the growth of important non-profits like CAREGIVERS. One way we do that is by fielding designated gifts of securities

that help build sustaining funds through the organization’s endowment.”

A gift of appreciated real estate or securities may offer substantial tax deductions and greatly increase a donor’s giving opportunity. In fact, Karen noted that neither the donor or receiver has to pay capital gains tax on the donation. “We advise you to seek guidance from your tax professional on incentives that may be particular to your circumstances,” said Board Member John McBride, attorney and counsellor at law.

To donate stock, download the stock transfer form, which is available on the CAREGIVERS website at: [www.vccaregivers.org/donate.php](http://www.vccaregivers.org/donate.php) or call the CAREGIVERS office at (805) 658-8530.

This year, it’s going to be even easier to make my year-end gift,” Karen said. “I’m already prepared!” ♥

## EARLY SURVEY RESULTS *continued from 1*

pride ourselves on. We don’t ever want to become so wrapped up in metrics that we lose sight of the heart and soul of why we’re here.”

With that in mind, the Office Team paid close attention to the qualitative responses in anticipation of cross referencing those findings with the quantitative measurements that will come when the students report to the Board of Directors in December. The most compelling results concerned the volunteer base.

- Strengthening ties to volunteers and regularly enrolled seniors is challenging when there are only five staff in the office. The Office Team makes regular check-up calls to seniors throughout the year, and relies heavily on the volunteer base to maintain communication and provide updates. The addition of Phone Friends has been a healthy supplement to those efforts, but it is clear that the formalized position of a Volunteer Coordinator will be a welcomed addition to the staff when funds become available to sustain it.
- Volunteer workshops have traditionally focused on more burdensome aging issues, such as end-of-life challenges, legalities of health care directives, dementia, and vision impairment. With this in mind, the fall workshop, “Writing from Within,” was offered as an experiment—and received with enthusiasm.

- The Board also would like to see more recognition of volunteer contributions. The annual volunteer recognition event is also under review. “Now, we are revising the content for the Evening of Gratitude to incorporate more meaningful recognition for the volunteers,” said Board Chair Ann Romero. “Last April, we worked with the Masonic Lodge of Ventura to institute an award in memory and honor of Norm Weitzel, one of our most dedicated volunteers. It’s difficult to single out one person, though, when we are blessed with so many special folks who give their time over the years.”
- Some seniors responded that they had not heard from staff in more than a month when records indicated recent volunteer visits and check-in calls. CAREGIVERS often flies under the radar as part of the organization’s efforts to provide a dignified support system. Volunteers evolve into friendships, and phone calls get lost in the shuffle of everyday challenges. Branding the CAREGIVERS name to ensure that seniors and their families recognize the contribution of support from the volunteers, the student visits and staff is paramount as the organization grows.

*If you missed the survey and would like to contribute comments, please write to: CAREGIVERS, 1765 Goodyear Avenue, Suite 205, Ventura, CA 93003 or email [info@vccaregivers.org](mailto:info@vccaregivers.org)* ♥



**THANK YOU  
GENE HAAS FOUNDATION.**





1765 Goodyear Avenue, Suite 205  
Ventura, CA 93003-8015

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## CAREGIVERS MISSION

*To promote the health, well-being, dignity and independence of frail, homebound elders through one-on-one relationships with trusted volunteers.*

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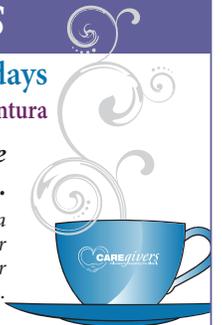
CAREGIVERS is one of the original pilot programs for volunteer caregiving — in the nation! Founded in 1984, the Sisters of St. Joseph of Carondelet collaborated with Trinity Lutheran Church, Ventura; First United Methodist Church, Ventura; Sisters of Holy Cross; National Council of Jewish Women; First United Methodist Women, Ventura; First Presbyterian Church, Santa Paula; Ventura County Church of Religious Science, and the Aid Association for Lutherans. CAREGIVERS: Volunteers Assisting the Elderly is committed to providing services, offering employment and volunteer opportunities to all, without discriminating on the basis of age, gender, race, religion, sexual orientation, ethnicity, national origin or disability.

### Coffee@CAREGIVERS

**11 a.m. to Noon • 4th Thursdays**  
CAREGIVERS Office • 1765 Goodyear in Ventura

**Join other Volunteers for a cup of coffee  
or tea, and some delicious treats.**

*The CAREGIVERS team is pleased to host a monthly opportunity for you to visit, share your experiences, introduce a friend, and give us your thoughts on how to improve the program.*



### Phone Friends

**Don't call us! We'll call you!**

Well, the truth is, you can call us anytime at (805) 658-8530. Please don't, however, discount the power of a Phone Friend. If you're a little lonely, let one of us at the office know. Friendly calls from CAREGIVERS volunteers are very comforting. Our office team takes the same care to match a senior with a Phone Friend as we do to match our seniors with one-on-one volunteers who visit in person.